

How to Get the Most out of Your Underwriter

2013 WLTA

Education Seminar

Wenatchee, September 7, 2013

Collyer Church

Regional Counsel

Stewart Title Guaranty

What is an
underwriter,
anyhow?

An underwriter is an
individual with:

Problem-solving capability



Approval Authority



A "Front Line" Underwriter



Has direct contact with you

What does the Underwriter do for you?

- Help you *find the answers to your questions*
- Help you *learn*
- Approve *your work*
- Help you *avoid claims & losses*

Why do you care?
Because the underwriter:

- *May* save you time and effort
- *Can* back you up in dealing with customers (when you are right)
- *Will* help you look good to your supervision

What do underwriters need?

Dealing with the underwriter
by phone



Dealing with the underwriter by phone

- Identify *yourself* (first & last name)
- Say *why* you are calling



- Identify the *transaction* and the type(s) of *policy* to be issued
- Identify the nature of the *problem* (*probate? easement? Boundary?*)
- Who are the *parties* (names, position in the problem, etc.)

Should (did) you send documents?

- Anything that illustrates the problem is good
- If you send before the phone call include a note =
- identify the problem and probable time for the call

Propose a solution - impress
your underwriter with what
you can think of



Approvals & Authorizations

- The right form for the right underwriter
- Fill it out completely
- Attach the work to be approved

Approvals & Authorizations

Provide the best detailed
map of the land



Approvals & Authorizations

Describe the entire transaction - not just the part with the highest liability



Approvals & Authorizations

- Memos work well and get attention
- Ask questions if you have questions
- Keep a copy of what your underwriter sends you

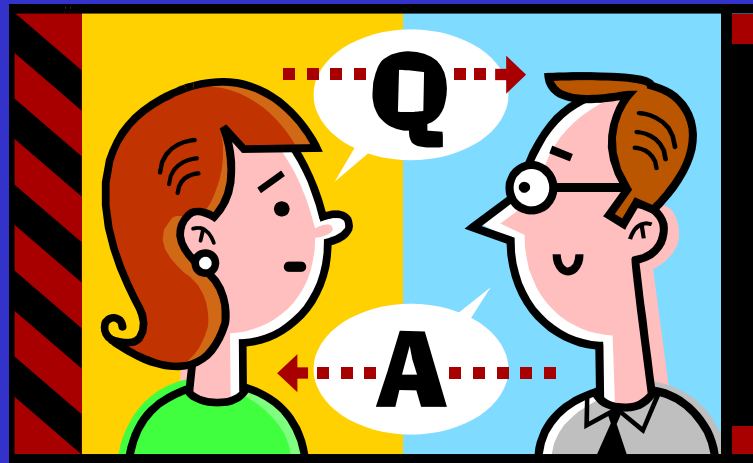
Approvals & Authorizations

If time is important - tell
the underwriter



What you should expect

- Friendly, non-judgmental response
- Explanation of response



What you should expect

- Timely response based on:
 - ◆ the underwriter's workload,
 - ◆ the completeness of your submittal, and
 - ◆ the indicated time frame

What you should expect
Your underwriter should
write out and sign any
directions given to you



What not to do:

- Don't make repeated calls for "progress" that *delay progress*
- Don't use pronouns - *use real names*

What not to do:

- Don't send *incomplete information* - omissions may be crucial
- Don't call before you have *thought through your questions*

What not to do:

- Don't forget the difference between "*I know*" and "*I think*"
- Never - *ever* - lie to your underwriter

REMEMBER:

Your underwriter doesn't
have the facts to your
questions
and
Has to rely on you!

It's a Team Process

