

**IN THE DEPARTMENT OF COMMERCE AND INSURANCE  
STATE OF MISSOURI**

*In Re:* )  
 )  
**CHICAGO TITLE INSURANCE ) Market Conduct Examination**  
**COMPANY (NAIC #50229) ) No. 1712-81-TGT**  
 ) **NAIC MATS NO. MO-HICKSS1-87**

**ORDER OF THE DIRECTOR APPROVING THE  
AMENDED STIPULATION OF SETTLEMENT AND VOLUNTARY FORFEITURE**

**NOW**, on this 31st day of December, 2020, Director, Chlora Lindley-Myers, after consideration and review of the Amended Stipulation of Settlement and Voluntary Forfeiture (hereinafter “Amended Stipulation”) entered into by the Division of Insurance Market Regulation (hereinafter “Division”), and Chicago Title Insurance Company (NAIC #50229) (hereinafter “Chicago Title”), relating to the market conduct examination set out in the caption above, does hereby issue the following orders:

This order, issued pursuant to §§374.205.2(5) and 374.046.15 RSMo 2016, is in the public interest.

**IT IS THEREFORE ORDERED** that Chicago Title and the Division having agreed to the Amended Stipulation, the Director does hereby approve and agree to the Amended Stipulation.

**IT IS FURTHER ORDERED** that paragraphs B (5) and B (6) of the Stipulation entered into by the parties on June 26, 2020 is amended as reflected in the Amended Stipulation.

**IT IS FURTHER ORDERED** that all other terms of the June 26, 2020 Order and Stipulation shall remain in full force and effect.

**IT IS FURTHER ORDERED** that Chicago Title shall not engage in any of the violations of law and regulations set forth in the Amended Stipulation, shall implement procedures to place it in full compliance with the requirements in the Amended Stipulation and the statutes and regulations of the State of Missouri, and to maintain those corrective actions at all times, and shall fully comply with all terms of the Amended Stipulation.

**IT IS SO ORDERED.**

**IN WITNESS WHEREOF**, I have hereunto set my hand and affixed the seal of my office in Jefferson City, Missouri, this 31st day of December, 2020.



*Chlora Lindley-Myers*  
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Chlora Lindley-Myers  
Director

**IN THE DEPARTMENT OF COMMERCE AND INSURANCE  
STATE OF MISSOURI**

*In Re:*

**CHICAGO TITLE INSURANCE  
COMPANY (NAIC #50229)**

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**AMENDED STIPULATION OF SETTLEMENT AND VOLUNTARY FORFEITURE**

It is hereby stipulated and agreed by the Division of Insurance Market Regulation (hereinafter “the Division”) and Chicago Title Insurance Company (NAIC #50229) (hereinafter “Chicago Title”), as follows:

**WHEREAS**, the Division is a unit of the Missouri Department of Commerce and Insurance (hereinafter “the Department”), an agency of the State of Missouri, created and established for administering and enforcing all laws in relation to insurance companies doing business in the State of Missouri;

**WHEREAS**, the Division and Chicago Title previously entered into a Stipulation of Settlement and Voluntary Forfeiture (hereinafter “Stipulation”) which was executed by Chicago Title on June 15, 2020 and by the Division on June 24, 2020, and which was approved and agreed to by an Order issued by the Director of the Department of Commerce and Insurance (hereinafter “Director”) on June 26, 2020 (hereinafter “Order”). The Stipulation and Order are hereby incorporated by reference.

**WHEREAS**, the Division and Chicago Title have agreed to amend the Stipulation pursuant to Paragraph I of the Stipulation as follows:

**A. Scope of Agreement.** This Amended Stipulation of Settlement and Voluntary Forfeiture (hereinafter “Amended Stipulation”) embodies the entire agreement and understanding of the signatories with respect to the subject matter contained herein. The Amended Stipulation

only modifies Paragraphs B (5) and B (6) of the Stipulation. All other terms of the Stipulation remain unchanged and in full force and effect.

**B. Remedial Action.** Chicago Title agrees to take remedial action bringing it into compliance with the statutes and regulations of Missouri and agrees to maintain such remedial actions at all times, to reasonably ensure that the errors noted in the market conduct examination report do not recur. Such remedial actions shall consist of the following:

5. Chicago Title agrees that premium refunds will be provided to all individual consumers listed in the chart on page 13 of the final market conduct report, who purchased an owner's policy or incurred the cost of the lender policy, in the amount of the difference between the rate charged and the filed rate. Chicago Title further agrees to ensure that either Chicago Title or its agent will conduct a review of all policies issued through ServiceLink, LLC from January 2, 2014 until January 4, 2017, to determine if individual consumers who purchased an owner's policy or incurred the cost of the lender policy were charged a rate in excess of the filed rate. In the event that an individual consumer noted above was charged a rate in excess of the filed rate, Chicago Title agrees that a premium refund will be provided to that individual consumer in the amount of the difference between the rate charged and the filed rate. Interest will be included with all premium refunds in an amount to be determined pursuant to §374.191. A letter will accompany all premium refunds noting that as a result of a Missouri Market Conduct Examination it was determined that the individual consumer was entitled to a partial refund of premium. Chicago Title and its agents are not required to issue premium refunds if the amount of the refund is less than \$5.00.

6. Chicago Title agrees that premium refunds will be provided to all policyholders listed in the chart on page 15 of the final market conduct report, in the amount of the difference

between the rate charged as listed on the disclosure statement and the filed rate. Chicago Title further agrees to ensure that either Chicago Title or its agents will conduct a review of all Chicago Title policies issued from January 1, 2017 until December 31, 2019 by Chicago Title Insurance Company, Chicago Title Company, LLC, Amrock Inc. (f/k/a Title Source Inc.), Title Star Agency, and Rieschel & Rieschel, to determine if the policyholder was charged a rate as listed on the disclosure statement in excess of the filed rate. In the event that a policyholder was charged a rate as listed on the disclosure statement in excess of the filed rate, Chicago Title agrees that a premium refund will be provided to the policyholder in the amount of the difference between the rate charged as listed on the disclosure statement and the filed rate. Interest will be included with all premium refunds in an amount to be determined pursuant to §374.191. A letter will accompany all premium refunds noting that as a result of a Missouri Market Conduct Examination it was determined that the policyholder was entitled to a partial refund of premium. Chicago Title and its agents are not required to issue premium refunds if the amount of the refund is less than \$5.00.

C. **Non-Admission.** Nothing in this Amended Stipulation shall be construed as an admission by Chicago Title, this Amended Stipulation being part of a compromise settlement to resolve disputed factual and legal allegations arising out of the above-referenced market conduct examination.

D. **Waivers.** Chicago Title, after being advised by legal counsel, does hereby voluntarily and knowingly waive any and all rights for procedural requirements, including notice and an opportunity for a hearing, and review or appeal by any trial or appellate court, which may have otherwise applied to the above-referenced market conduct examination.

E. **Changes.** No changes to this Amended Stipulation shall be effective unless made in writing and agreed to by representatives of the Division and Chicago Title.

F. **Governing Law.** This Amended Stipulation shall be governed and construed in accordance with the laws of the State of Missouri.

G. **Authority.** The signatories below represent, acknowledge and warrant that they are authorized to sign this Amended Stipulation, on behalf of the Division and Chicago Title respectively.

H. **Counterparts.** This Amended Stipulation may be executed in multiple counterparts, each of which shall be deemed an original and all of which taken together shall constitute a single document. Execution and delivery of this Amended Stipulation by facsimile or by an electronically transmitted signature shall be fully and legally effective and binding.

I. **Effect of Amended Stipulation.** This Amended Stipulation shall become effective only upon entry of a Final Order by the Director approving this Amended Stipulation.

J. **Request for an Order.** The signatories below request that the Director issue an Order approving this Amended Stipulation, and ordering the relief agreed to in the Amended Stipulation, and consent to the issuance of such Order.

DATED: 12-15-2020



Stewart Freilich  
Chief Market Conduct Examiner and  
Senior Counsel  
Division of Insurance Market Regulation

DATED: 12-15-2020

  
Lewis Dunton, IV  
VP / Compliance & Regulatory Counsel  
Chicago Title Insurance Company