



**DEPARTMENT OF INSURANCE, FINANCIAL  
INSTITUTIONS AND PROFESSIONAL REGISTRATION**

P.O. Box 690, Jefferson City, Mo. 65102-0690

**IN RE: SERVICELINK, LLC  
1200 CHERINGTON RD  
CORAOPOLIS, PA 15108**

**TRACKING ID 311350**

**VOLUNTARY FORFEITURE AGREEMENT**

It is hereby agreed by ServiceLink, LLC and the Division of Consumer Affairs (“Division”) of the Department of Insurance, Financial Institutions and Professional Registration, as follows:

WHEREAS, Chlora Lindley-Myers, is the duly appointed Director of the Department of Insurance, Financial Institutions and Professional Registration, State of Missouri (hereinafter, “Director” of the “Department”), whose duties, pursuant to Chapters 374, 375 and 381, RSMo, include the supervision and regulation of the business of insurance;

**WHEREAS, the Division is charged with investigating producers and companies engaged in the business of insurance pursuant to Sections 374.085 and 374.190, RSMo and is authorized by the Director to recommend enforcement action under the laws relating to insurance;**

**WHEREAS, ServiceLink, LLC (“ServiceLink”) currently holds an active license as a business entity producer with the Department, pursuant to Chapter 375, RSMo;**

**WHEREAS, the Division has received information concerning ServiceLink’s failure to:**

- **Document file with a written statement by the individual who performed the title search and source of title evidence as required by 20 CSR 500-7.200(3)(A) & (B);**
- **Perform a date down title search consistent with sound underwriting pursuant to Section 381.071.1, RSMo (2016);**
- **Disclose premium consistent with the rate filings by insurer in violation of Section 381.181.2, RSMo (2016);**
- **Timely issue the title insurance policy to the insured in violation of Section 381.038.3, RSMo (2016);**
- **Timely notify the Department of affiliated insurance producers in violation of Section 375.015.5, RSMo (2016);**
- **Follow written instructions of the insured or interested parties in violation of Section 381.022.2 (2), RSMo (2016);**

**Additionally, ServiceLink aided:**

- **Employees to violate Section 381.115.2(2), RSMo (2016), when it allowed the employees to examine, determine insurability, handle escrows, settlements or**

**closings without a valid insurance producer license;**

- **Relied on title searches for determining insurability from a third party delegate in violation of Section 381.115.1, RSMo (2016);**

**which subjects ServiceLink to an enforcement action by the Director;**

**WHEREAS, ServiceLink has been informed of its right to counsel and of its right to contest any attempt by the Department to discipline its insurance producer license, and states that it understands its rights to contest any such actions;**

**NOW, THEREFORE, in lieu of any recommendation or initiation by the Division of any action based on the violations cited in this Agreement, and after being afforded the opportunity to consult legal counsel, ServiceLink does hereby voluntarily and knowingly surrender and forfeit the sum of twenty-four thousand four hundred fifty dollars (\$24,450.00), such sum to be paid into the State School Moneys Fund pursuant to Sections 374.046 and 374.280, RSMo.**

**ServiceLink shall submit this sum to the Department by cashier's check or money order made payable to the State School Moneys Fund no later than January 7, 2019.**

**ServiceLink agrees that nothing in this Agreement shall preclude the Director or Consumer Affairs Division from offering ServiceLink's admissions contained in this Agreement in any future allegations of a different violation by ServiceLink of Chapter 381, RSMo, or of regulations citing such Chapter, as evidence for the purpose of showing that:**

- a) **the acts described herein, together with such additional violations, form part of a conduct, a business practice, or other such series of similar violations; or**

b) that such additional violations are committed knowingly, intentionally or in conscious disregard of the law.

DATED: Jan 4, 2019

Susan B. Falsetti  
ServiceLink, LLC  
By: Susan B. Falsetti  
Its: Senior Vice President  
License No. 8053478

DATED: 1/8/19

Carrie Couch  
Carrie Couch, Director  
Division of Consumer Affairs

DATED: 01/09/2019

Chlora Lindley-Myers  
Chlora Lindley-Myers, Director  
Department of Insurance, Financial  
Institutions and Professional  
Registration

Return original to:  
Marjorie Thompson  
Missouri Department of Insurance,  
Financial Institutions and Professional Registration  
PO Box 4001  
Jefferson City, MO 65102