**2019 Underwriting Department Goals**

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**Goals:**

(1) Expand underwriting database in the Wiki to enhance usability by examination teams and Title Officers, thereby avoiding need to utilize underwriting resources for “routine” issues. Use that database to partially “automate” standard underwriting responses to agents.

* We’ve been building out the Wiki for the past 2+ years in fits and starts. I’ve assigned Melisa Thompson to take the “good” underwriter answers and incorporate them into the Wiki.

* There are several software packages which apply artificial intelligence to parse incoming email requests and to attempt to draft a first response. Propose to explore capabilities of those for use by underwriting dept.

(2) Adopt formal search and examination standards for underwriting mechanics lien/construction lien, post-foreclosure and post-tax deed transactions for targeted states to support NASD efforts.

* These projects have been assigned to subgroups of the “Next Generation” underwriters with supervision from Steve, Alan and others to build out the over-arching framework.
* Second round will be adding state specific details and requirements. That will involve the state underwriters for each state.

(3) Design and prepare underwriting backstop for a “Title to Shares” product. As was discussed with Phil Oldcorn and Andrew Hillier last year, the title to shares product is potentially a major differentiator for WFG in the commercial space. But it is sufficiently different from our core business that significant thought must be given to its design, the underwriting mechanics, and the economic backstop for WFG.

• A team of three of the next generation underwriters have been tasked with drilling into opinion letter standards and designing corresponding policy language based on the existing policy language being used by Fidelis in Europe.

• Proposed opinion language must be developed as a starting point for our due diligence/underwriting on the policy. Same group has been tasked with that.

• Preliminary discussions have already occurred as to a blanket reinsurance agreement covering a WFG Title to Shares product.