

**2017 Goal Sheet**

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**Goals:**

1. **Claims Department:**

Objective: Focus on areas to increase efficiency and decrease expenses/losses.

* Litigation manager – in addition to supervising litigation, monitoring and managing legal expenses
* Branch loss review/recoupment process
* Implementing claims bulletins into both production process and ResWare
* Improve communication (other than bulletins) of claims awareness (to complement the last bullet point)
* Provide claims prevention training at all levels
* Improve claim processes to eliminate or reduce redundancies
* Review staff responsibilities to promote additional responsibilities and increase productivity of claims management

Tactics

* Due to increased volumes of litigation files, Claims officers/attorneys’ may not effectively supervise and monitor outside litigation. Effectively monitoring outside litigation will result in expense savings
* Effective training will reduce claims
* Better communication of claim awareness will allow agents and branch operations to know areas or topics which need further training
* Improved processes within the claims department will result in the ability of the claims officer/attorney to focus issues of the claim file and administrative or unrelated issues

1. **Underwriting Department:**

Objective: Development of alternative title products.

* Assist in designing and developing new insurance and information products including packages for Home Equity.

Objective: Manage and control business & underwriting risk

* Roll out agent, staff and examiner education program “Basically Title” with 10 basic level programs in 2017, plus additional state specific training for TX, FL, MD targeting national agents.
* Continued expansion of content in Underwriting Resources/Tools.
* Increase use of legislative & regulatory monitoring tools in all states and communication to agents and affected direct operations.

1. **west**

Objective: Initiate restructuring and transformation of west and ongoing compliance implementation.