

From: Fullington, Bonnie [mailto:Bonnie.Fullington@illinois.gov]
Sent: Wednesday, August 18, 2010 12:53 PM
Subject: Agents Change of Address information

Good morning

I've been inundated with phone calls regarding the changes of address and requests for new certificates. The agents need to change their address with their UNDERWRITERS, not with me, so the underwriter will have the agent's correct information. The underwriters can then let me know and I will make the necessary changes and mail out the new certificates. Some of the underwriters have been putting the information for several agents in a spread sheet and sending via email which is working very well.

IF the information we have on our lookup system is correct and the agent only needs a new certificate, they can notify me directly. But changes of address need to go through the underwriter.

Bonnie Fullington
DFI - Title Insurance
(217) 785-4348