

**From:** Fullington, Bonnie [mailto:Bonnie.Fullington@illinois.gov]  
**Sent:** Monday, September 13, 2010 9:52 AM  
**Subject:** FW: Pending Applications Lookup System

Although we are nearing the end of the massive project to cancel and/or re-register several thousand agent registrations in connection with multiple corporate mergers, several hundred more need to be completed. In addition, we continue to process ongoing Applications and name and address changes, many of which are long overdue. The process has highlighted the need for an online system for title insurance companies and agents to monitor the progress of such Applications in order to **eliminate** telephone calls and emails to Bonnie seeking information about the status of Applications.

As of today, the Title Insurance Section's website has a lookup system for pending Applications for Registration available. Please make everyone on your staff and each one of your registered agents (and those with pending Applications) aware of this feature and encourage them to use the website and discourage them from calls and emails concerning questions about the status of an Application. Applications are listed by name of agent in the order those Applications were received. If an Application is returned to the title insurance company for corrections, the date of return and date of resubmission are shown. If the agent and the title insurance company do not receive the letter notifying them of the approval within a couple of weeks after the date of approval, please contact Bonnie via email ([bonnie.fullington@illinois.gov](mailto:bonnie.fullington@illinois.gov)) for follow-up.

The lookup system for Pending Applications, like the lookup for title insurance companies and agents, is **not** a real-time system, but is updated each Monday as of the end of the preceding week. Please understand that calling or emailing for further information concerning the status of an Application wastes valuable time that would otherwise be used productively in the actual processing of the Application about which you are inquiring. We trust you will find this additional feature on the website convenient and useful. Please let me know if there are other matters you believe would constitute beneficial additions to the website.

Michael J. Rooney  
Supervisor, Title Insurance Section  
Department of Financial and Professional Regulation  
100 W. Randolph, Room 9-143  
Chicago, IL 60601  
Office Phone: 312-814-6187  
Cell Phone: 312-401-3454