

## WFG Underwriting Bulletin



To: All WFG Policy Issuing Agents; All WFG Title Examiners and Officers  
From: WFG Underwriting  
Date: November 22, 2023  
Bulletin No. NB 2023-17  
Subject: LoanCare Servicing Update

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We have been advised that LoanCare, LLC, a part of the FNF family, has experienced a cyber-security event. As a precautionary measure, LoanCare has restricted access to certain systems, including email. We have been advised that LoanCare is working to address the issue and to restore normal operations as quickly as possible.

**Effective immediately, until further notice:**

Do not close transactions involving LoanCare, LLC. Do not transmit funds to LoanCare, LLC.

Additional information may be available at LoanCare, LLC's website:  
<https://www.loancareservicing.com/>

Or by calling LoanCare's Customer Service line at: 800-274-6600

We expected to see some official communication about their Cybersecurity incident from both Fidelity and LoanCare after the Thanksgiving weekend.

At this point, we know little more than is set forth above.

**NOTE: This Bulletin should not be interpreted as reflecting negatively upon the character of an individual or entity mentioned herein and is for the sole purpose of establishing underwriting positions and policies reflecting WFG National Title Insurance Company's best business judgment. The information contained in this Bulletin is intended solely for the use of employees of WFG National Title Insurance Company, its title insurance agents and approved attorneys. Disclosure to any other person is expressly prohibited unless approved in writing by the WFG National Title Insurance Company's Underwriting Department.**

**The Agent may be held responsible for any loss sustained as a result of the failure to follow the standards set forth above.**