

WFG Underwriting Bulletin



To: All WFG Policy-Issuing Agents; All WFG Title Examiners, Title Officers, and Escrow Officers
From: WFG Underwriting
Date: December 13, 2023
Bulletin No. NB 2023-20
Subject: LoanCare Servicing Update 12/12/23

This Bulletin updates Bulletin [NB 2023-17](#), in which we advised not to close any transactions with LoanCare, LLC because of a cyber-security incident affecting all of the FNF Family of Companies.

FNF has filed an [updated report](#) with the Securities and Exchange Commission reporting “The [cyber-security] incident was contained on November 26, 2023. The Company is restoring normal business operations and is coordinating with its customers.”

It is our understanding that LoanCare, LLC has resumed some operations and that consumer account and loan information is again available.

You may close transactions involving LoanCare, including transmitting funds to LoanCare, provided that you receive: (A) current, written instructions (including by email) from LoanCare dated on or after November 30, 2023, or (B) current, written confirmation (including by email) from LoanCare dated on or after November 30, 2023, of previously issued instructions.

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

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.