

WFG Underwriting Bulletin



To: All WFG Policy Issuing Agents; All WFG Title Examiners, Title Officers, and Escrow Officers
From: WFG Underwriting
Date: January 24, 2024
Bulletin No.: NB-2024-02
Subject: Update - LoanDepot Cyber-Incident

According to the LoanDepot website, LoanDepot has resumed some operations.

LoanDepot reports that their customer servicing portal and mobile app are now fully operational.
See: <https://servicing.loandepot.com/>

Here is our current guidance:

For transactions where LoanDepot is the new insured lender, you may close transactions normally, provided that you receive:

- (A) current, written instructions (including by email) from LoanDepot dated on or after January 23, 2024, or
- (B) current, written confirmation (including by email) from LoanDepot dated on or after January 23, 2024, of previously issued instructions.

We understand that LoanDepot can issue payoff statements and accept wire transfers for loan payoffs. Requests should be made by emailing a request to payoff@loandepot.com. As with any payoff instruction, independent verification must be made prior to disbursement.

Additional information may be available at LoanDepot's website that was set up to address this incident: <https://loandepot.cyberincidentupdate.com/>

Or by calling LoanDepot's Customer Care line at: (888) 337-6888 ext. 6789

As always, please continue to follow up regarding receipt and recording of the appropriate release/satisfaction/reconveyance.

We will provide more guidance as more information is obtained.

If you have any questions relating to this or other bulletins, please contact your WFG underwriter.

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.