

MINUTES OF AGENT SECTION MEETING

November 3, 2011

PGA Resort

Palm Beach Gardens, Florida

The Section meeting began with a presentation by Chris Hanson, PhD and Roger Lubeck, PhD of Corporate Behavior Analysts, LTD. Entitled "Finding the Right Path: A Guide to Leading and Managing a Title Company". The focus of the presentation was on managing change. As we all know, change is inevitable and seems to be coming at us at lightning speed these days so the topic was timely. The audience appreciated the materials presented.

We then discussed the various provisions in the Bill that George Moraitis has filed on behalf of Norwood Gay. The Bill contains a number of provisions that were recommendations from the Study Advisory Council concerning the licensing of agents, CE credits, Agent in Charge, a Data Call, attorney escrow accounts, bonding requirements and rule making authority and enforcement powers for the regulator. It also provides for timeframes in which new forms must be approved or rejected by the Regulator and makes Data Call information a trade secret. Concern was expressed that there was an assumption during Governmental Affairs Committee meeting that the Bill was generally supported by the FLTA when had not even had time to read it. Therefore, we again reviewed each provision. The one that raised the most discussion was bonding requirements. The concern was not with the bonding itself but rather with the fact that over the years, the barriers to entry into the agency business have been consistently lowered. It is felt this is not good for the Florida Consumer nor the Industry. We should be focused on strengthening the agents and industry not on creating lower standards. Therefore, the agents do not support the removal of the requirement of the surety bond. Agents also feel that neither legislation nor regulation will eliminate wrong doers but can make doing business more difficult for those who are already following the existing rules. We also want to see our playing field leveled with underwriter direct shops. Since we have different regulators, it is hoped that by defining a title agency differently, we might be able to all be required to follow the same Rules.

Shelley Stewart shared her thoughts on both the importance of membership in the FLTA and the benefits of same. The up to the minute information that we

receive from the FLTA allows us to be on the cutting edge of our industry making us a resource for our associates and our clients. It also helps us to be in compliance to avoid possible repercussions. The comraderie with industry professionals is another plus. She also discussed how we can use this knowledge to work with our allied industries and again be seen as the experts within our field and create a bond with realtors, builders and lenders.

We opened the floor to suggestions to better our Association and upcoming Conventions. One person felt that licensing should be tied to membership in the Association. This would require every licensed agent to become a member. Another idea to increase membership would be to only offer Ethics credits at FLTA functions. It was suggested that we need to work on the perception that the Association is underwriter and/or attorney driven by allowing more agent members to make presentations at the general meetings. A joint membership with ALTA was suggested so that an agent could get access to forms and both Associations for a single annual fee. The FLTA could be the resource to train agents on the preparation of the Data Call or perhaps develop a Data Call application.

Two suggestions were made regarding the agenda of the Convention. A new member was concerned that the first meeting he attended was the Governmental Affairs Committee. All agreed that this was a difficult place for a new member to start. Most members of that Committee have been working on the issues that are discussed for months prior to the meeting. Some people missed the joint meeting of the agents and underwriter sections that was eliminated from the Convention this year in order to allow for the presentation at the beginning of this meeting. One agent asked if we could impose upon attorney agent members to develop forms for use by agents i.e. affidavits.

Generally, it was felt that a membership drive needed to provide for rewards for those that bring new members. This could come in the form of a reduction of the member's dues or a gift (an iPad was suggested) for recruiting the most members.

We should be doing Press Releases of our events and of the articles that we are writing to put a positive light on our industry and its members.

There was no further business and the meeting adjourned at 5PM.