

## 2020 South Carolina Title Complaints Summary

Total South Carolina Premiums: \$213,743,892

Total South Carolina Complaints Received by the SCDOI: 3

Total South Carolina Confirmed Complaints Analyzed by the SCDOI: 1

Group Code	Cocode	Company Name	Total Complaints	Confirmed Complaints	Confirmed Complaints as % of Total Complaints	U.S. Market Share	Premiums
670	50229	Chicago Title Ins Co	0	0	0%	23%	\$ 48,197,033
70	50814	First Amer Title Ins Co	1	0	0%	15%	\$ 32,704,320
670	51586	Fidelity Natl Title Ins Co	0	0	0%	12%	\$ 25,225,873
150	50520	Old Republic Natl Title Ins Co	0	0	0%	9%	\$ 19,994,971
340	50121	Stewart Title Guar Co	0	0	0%	9%	\$ 19,651,965
670	50083	Commonwealth Land Title Ins Co	0	0	0%	9%	\$ 19,238,391
627	50369	Investors Title Ins Co	0	0	0%	9%	\$ 18,795,724
4736	51152	WFG Natl Title Ins Co	1	1	100%	6%	\$ 13,438,886
	50050	Westcor Land Title Ins Co	0	0	0%	2%	\$ 4,102,967
	50130	North Amer Title Ins Co	0	0	0%	1%	\$ 2,499,239
	50016	Title Resources Guar Co	0	0	0%	1%	\$ 2,349,534
	50026	Premier Land Title Ins Co	0	0	0%	1%	\$ 1,854,091
	11974	Amrock Title Ins Co	0	0	0%	1%	\$ 1,645,570
	12309	Alliant Natl Title Ins Co Inc	0	0	0%	1%	\$ 1,304,429
150	51411	American Guar Title Ins Co	0	0	0%	1%	\$ 1,207,030
4915	12522	Agents Natl Title Ins Co	0	0	0%	0%	\$ 594,664
	50784	Security Title Guarantee Corp Ba	1	0	0%	0%	\$ 440,301
2538	51578	AmTrust Title Ins Co	0	0	0%	0%	\$ 412,597
766	51632	Radian Title Ins Inc	0	0	0%	0%	\$ 42,549
670	51020	National Title Ins Of NY Inc	0	0	0%	0%	\$ 38,898
361	11865	American Digital Title Ins Co	0	0	0%	0%	\$ 4,860

\*All complaints and premiums are calculated at the top of this sheet, however, only companies with more than \$100,000 in written premium are listed. If you have questions regarding a company not listed, please contact the South Carolina Department of Insurance.

### Definitions

A “complaint” is defined as any written communication that expresses dissatisfaction with a specific person or entity subject to regulation under the state’s insurance laws. An oral communication, which is subsequently converted to a written form, will meet the definition of complaint for this purpose.



A "confirmed complaint" is defined as a complaint where insurers, licensees, producers, or other regulated entities committed any violation of:

- 1) An applicable state insurance law or regulation;
- 2) A federal requirement that the state department of insurance has the authority to enforce; or
- 3) The term/condition of an insurance policy or certificate; or
- 4) The complaint and entity's response, considered together, indicate that the entity was in error

\*The determination as to whether a complaint is confirmed or not is made as a part of the analysis of the complaint file by SCDOI Office of Consumer Services staff.

"Confirmed Complaints as a % of Total Complaints" is the Confirmed Complaints divided by the Total Complaints, then multiplied by 100.

"U.S. Market Share" is calculated as the premiums or number of policies written nationwide for the company divided by the total of premiums or number of policies written nationwide. The market share assists the consumer in identifying the companies with the most impact on the market and the degree of competition in the market.