

THE TITLE *examiner*



An Informational Newsletter Provided Courtesy of Ticor Title Insurance Company

Spring 2005

From the Editor

Welcome to the Spring 2005 issue of The Title Examiner, a newsletter for Ticor's Northern New York operations. We begin this issue with an article about our Information Technology Department, headed by Travis Iradi. Many of you may have met Travis or at least spoken to him, but I encourage you to read how he has supported Ticor in this critical area of our business. I'm certainly very new to computer technology, never having turned on a computer until I was 52 years old—you can teach an old dog new tricks! I believe within a few short years we will be closing transactions with electronic signatures and recordings, much like what California has been doing for several years. Travis and our young marketing team are terrific resources for your business so contact them at any time.

We are also featuring in this issue an article about what I like to call "we do have another life". Mary Jane Keyse is one of the top title underwriters in New York State and Ticor is fortunate to have her as an area counsel. Mary Jane works primarily on large commercial transactions and is very involved with our 19 member underwriting team. However, as you will see from the article, she's an outdoorsman and animal lover. We all should have "another life" away from our offices, and I invite our readers to submit

(Continued on page 4)

TECHNOLOGY CORNER

As many of our customers know, Ticor has an in-house Information Technology department



Travis Iradi, NNY IT Manager

led by Travis Iradi, our Northern New York IT Manager. After graduating from Morris County College and The Chubb Institute, Travis joined the Chicago Title Insurance Company in New Jersey.

He ventured north to Buffalo and joined Ticor Title in 2003. With over four years experience in the IT area, Travis has accomplished many information systems goals. Today, through Fidelity National Financial's nationwide network, and the support of Travis' department, all 11 Northern New York Ticor offices are connected to every Ticor office across the country, including our sister companies,

such as Chicago Title Insurance. Travis has also made sure that all Ticor Northern New York offices are in compliance with the Sarbanes-Oxley Act of 2002 for the protection of Fidelity investors who rely upon accurate and reliable financial reporting.

Travis has supported our marketing staff with the installations of our ProTitle software in the offices of Ticor's examining counsels. These installations have been done for single practitioners, as well as large firm networks, without any disruption to the customer's in house computer systems. Attorneys, paralegals, and secretaries have 24/7 contact capability with Travis and our marketing team for any technical questions about ProTitle. ProTitle and our support staff have been favorably endorsed by our customers and ProTitle has recently been updated to incorporate customers suggestions. Make sure you have our latest 2005 version installed by calling your marketing representative.

Travis has increased the email proficiencies in all of our Northern New York offices. In this way our turnaround time is even shorter and, in turn, allows you to provide service

(Continued on page 4)

The Dog Days of Winter

Mary Jane Keyse,
Northern NY Area Counsel

Just how far would you go to get away from phones, faxes and email? Since I love dogs and wilderness I decided that a dogsled trip in Denali National Park would be a great getaway. So this February, while most people were heading to someplace warm and sunny, I flew to Fairbanks, Alaska and then drove two hours south to Earthsong Lodge in Healy, Alaska.

After a day of learning to drive my own sled and dog team, I headed off into the wilderness with two other guests, our guide Jon and twenty-six dogs for six days and 170 miles in the park. Our first two days were spent following the north park boundary westerly until we reached the Toklat River. These days were relatively easy sledding, but since I was still learning, I managed to tip my sled over many times. By the end of the second day I had learned to keep the sled on the trail and avoid the soft snow that was often up to my hips.

The third day was spent sledding south on the Toklat River to the park road. We were only a mile and a half into the run when we hit overflow on the Toklat and Jon ended up in ice-cold water up to his knees. Luckily it was in the 20s that day so after a change of boots we were able to continue. After I conquered my own inner demons and stopped thinking about what might be under the ice, it was a beautiful day traveling up the river with the mountains rising steeply on both sides. This part of the park is closed to visitors in the summer to protect the wolves that live in the area, so it was a real treat to be one of the handful of people who see this pristine wilderness each year. We camped that night near the Toklat River Bridge and were serenaded by the wolves at dinnertime. The next morning we were entertained by the northern lights.

Since we were going to stay in the same place for two nights we were able to take empty sleds high into the mountains to the foot of a glacier. As there was no established trail where we were going, Jon's lead dog had to respond to voice commands in order to know where to go. Coming back down the mountain was fast

and fun, almost like a long toboggan ride with moguls at the bottom. While we were at the glacier, wolves had investigated our sled tracks, leaving their tracks on top of ours.



Wiakin, Mary Jane's sled dog, takes a break.

Days five and six were spent traveling east parallel to the park road back to park headquarters. These were long days filled with steep climbs, long downhill runs, Dall sheep, ptarmigan, snowshoe hare, moose, deep snow, twelve miles on the Teklanika River and more spectacular scenery.

I learned many things on my trip. I learned that you can keep going long after you think that you are exhausted. I found out that physically I was not as tough as I thought I was, but mentally I was stronger. I learned that Alaska is much more spectacular in the winter than in the summer and that to see the real Alaska you have to

go there in the winter. Most of all I learned that it is important to follow your heart and do the things that you want to do, even if that means going alone and even if everyone thinks that you are crazy. When I planned this trip I thought that it would be a once-in-a-lifetime adventure, but I am already looking forward to going back.



MJ's get-a-way—no phones, no faxes, no email!

Meet the Ticor Employees . . .

In our last issue we introduced the “Top Five” Ticor Title longevity employees. But as they say on those infomercials— wait, there’s more! The ‘70’s not only brought us groovy leisure suits, earth shoes and those outta sight Bay City Rollers, they brought us some boss employees. With the price of gas skyrocketing from 59 cents a gallon in 1976 to 65 cents a gallon in 1977, these employees found their way to Ticor Title and are still here today providing excellent customer service.



Syracuse Manager Derek Teeter and
Eva Hemingway

Before joining the Syracuse office as a searcher, title examiner Eva Hemingway, worked part-time, raised her daughter on her own, and went to college! So it’s no surprise that this busy woman likes to relax by four-wheeling! Eva takes pride in knowing that clients and co-workers alike trust her knowledge in dealing with title problems.



Fred Stamm, Supervisor in the
Niagara County Clerk’s office, has
been with Ticor for 32 years.



Dora Drayton, Judy Clark, Karen Farmar, Mark
Lotterer, Sarah Davis, Maryanne Peckey

The Buffalo Fab Five have a total of 140 years service, with Karen Farmar and Maryanne Peckey starting right from high school. Maryanne, in fact, had to take a day off to attend her high school graduation. Sarah Davis prepared herself for life at Ticor Title by serving two years in the army and raising two sons. Sarah and Dora, both very involved in their churches, started in the typing department but have been in the title insurance department for most of their careers.

Karen runs the Tax Department, and like Sarah, enjoys fishing! Judy, born in St. Louis, Mo. and raised in Buffalo, is an integral part of the Abstract Typing Department. And when Maryanne is not producing a full search on a new build subdivision, she likes to spend time with her two wonderful daughters riding her horse.

Bernardine (Bunny) Thorn joined Ticor as a typist in 1979, having previously worked as a legal secretary. As branch manager of the Lyons office, she is proud to have had the same great team for the last 11 years. Bunny, a weekend warrior in the home improvement area, enjoys spending time with her family including grandson Tyler Mark.



Lyons Manager Bunny Thorn and NNY
Manager Mark Lotterer

(Continued from page 1)

an article about unusual hobbies they have, trips they have taken, etc. And if you only live and breathe real estate law you can submit an article about a recent legal development in your practice area, an interesting real estate dispute you have been involved in and how you resolved it, or a real estate practice opinion you'd like to express.

Again in this issue we are featuring eight more of our loyal employees who joined Ticor between 1973 and 1979. These employees are dedicated to serving our customers with professionalism and first-rate expertise in their individual areas. Ticor truly values their dedication and loyalty and we trust that you have experienced their service to your offices. We welcome any comments you have regarding any of our employees and how they may have assisted you and your staff in your practice.

I believe it is now officially Spring although as I wrote this column I saw 6 inches of wet snow accumulate on my driveway-after my plow contract expired, of course. Now I'll wait for "The Man" who put the snow there to take it away. I was encouraged by the sight of robins, flowers pushing through the soil, and rumors of area golf courses officially opening. I know you've all started your Spring walking and bicycling routines and now daylight savings has reminded you to leave the office at a reasonable time. Your young children need you to play with them before bedtime, your teenagers need you to go clothes and car shopping, and your adult children need you to help with their home repair projects(i.e. give advice and bring your checkbook) and watching your grandchildren. So your children always need you, and you need them, to make your lives complete. Your good client will always understand and give you sufficient time to complete their requests, and they will respect your ability to prioritize.

Pray for and enjoy good health. Take advantage of our beautiful, albeit brief, Spring. Focus on your family, your friends, and maybe the little white ball.

Peter J. Battaglia
Underwriting Counsel, Buffalo office
716-854-2907, ext 223
battagliap@ticortitle.com

(Continued from page 1)
to your clients with more efficiency in real estate transactions. Our title commitment and policy internal software program, called "TEAM", has been keeping track of all title search and policy orders since 1990, cross-indexed by named insured, property address, and even the customer who placed the order so retrieval takes only a matter of minutes. TEAM is extremely efficient and allows us to amend commitments, policies, and endorsements with ease and email efficiency so our customers don't have to hesitate to make requests.

Travis has also established a website (www.nyticor.com) for our Northern New York offices and its customers. You can request to receive this newsletter, *Title Examiner* via email, learn more about our ProTitle system, search our branch directory for quick contacts and even place title orders on line!

Today in an environment where competition is increasing, everyone seeks an advantage. Typically price, quick turnaround and service are expected, so quality and technology become more important. We at Ticor believe that our technology and commitment to service separates us from the competition. Our technology is available to you, free of charge, so you can remain focused on serving your clients in a professional and economically viable way.

Contact your marketing representative or Travis (716-854-2907 ext.319) iradit@ticortitle.com with any questions you may have. Travis is enjoying his position at Ticor and really enjoying living the bachelor life in Western New York. Now we only need to get him to support the Bills and not the Jets.

The HUB is Expanding



Account Executive Roger Phelps, left, and HUB Manager, Rick Zimmer

Our National Processing Unit, which we call "The Hub", is expanding due to increased demand for their customized service. Located in Syracuse (see office listings in

this issue), the Hub provides legal and financial professionals one contact in ordering title and real estate related information and recording services across New York State, the Eastern seaboard, and even across the country. There is no need to search for real estate providers and recorders in remote counties and States as the Hub does this for you.

Unusual or infrequent searching requests are now very simple with 1 toll free call to the Hub. Their emphasis is on professional service, quick turnaround and competitive fees.

Pictured here are Rick Zimmer, HUB Manager, with

(Continued on page 5)

Batavia

Melissa Adams
104 Bank St., PO Box 439
Batavia NY 14021—0439
Ph. 585-343-8088
Fax 585-343-5482

Bath

Tina Gleason
34 Liberty St., Suite 102
PO 111
Bath NY 14810
Ph. 607-776-7866
Fax 607-776-5198

Buffalo

Mark Lotterer
420 Main St., Suite 200
Buffalo NY 14202
Ph. 716-854-2982
Fax 716-854-0223

Elmira

Tina Gleason
County Clerk's Office
210 Lake Street
Elmira NY 14901
Ph. 607-725-1018

Herkimer

Charles Karges
PO Box 544
Herkimer NY 13350
Ph. 315-823-0983

Lockport

Clark Schaffner
122 Niagara St., PO Box 551
Lockport NY 14095
Ph. 716-434-2825
Fax 716-434-9531

Lyons

Bunny Thorn
66 William St., PO Box 349
Lyons NY 14489-0349
Ph. 315-946-4363
Fax 315-946-6462

Oswego

Derek Teeter
34 East Bridge St., Suite 200
Oswego NY 13126
Ph. 315-342-2184
Fax 315-342-5959

Rochester

Dave Reddinger
19 West Main St., Suite 100
Rochester NY 14614
Ph. 585-546-6350
Fax 585-546-5465

Syracuse

Derek Teeter
201 East Jefferson St., 4th Fl.
Syracuse NY 13202
Ph. 315-474-1273
Fax 315-474-4281

National Processing Unit (HUB)

Rick Zimmer
201 East Jefferson St., 5th Fl.
Syracuse NY 13202
Ph. 888-292-1533
Fax 888-551-4155

(Continued from page 4)

his newest team member, Roger Phelps. Roger has over 30 years of banking experience plus eight more years working in the title insurance and lender services sectors. Roger's last four years were as Vice President of Consumer Marketing Services covering sales and marketing across New York State and nationally.

Ticor and the National Processing Unit (Hub) are very fortunate to have Roger join our team and he looks forward to assisting all of our customers.

Rick Zimmer, National Processing Unit Manager
zimmerr@ticortitle.com

Roger Phelps, Account Executive
Roger.phelps@ticortitle.com



Members of the Rochester office enjoy their new surroundings
Left to right: Annie Venticinqué, Linda Peterson, Phyllis Cantabene, Sue Fabian, Cassie Borden, Josephine Carra

Recognizing Excellence

Silent gratitude isn't much use to anyone.
Gladys Browyn Stern

T

hank you! We all like to be appreciated, and the Tigor Title offices of Northern NY are committed to recognizing and rewarding our outstanding employees. Every quarter one employee from each of the three districts—Buffalo, Rochester, and Syracuse—will be awarded the **Recognition of Excellence Award**. This award acknowledges employees who display outstanding responsiveness, innovativeness and excellent job performance.

We invite you to join us in this worthwhile endeavor. See your Account Executive for a nomination form, call your local office and request a form be sent to you, or visit www.nyticor.com and click on the Recognition of Excellence link. It's easy, it's quick, and it's appreciated!



Visit us on the web!
www.nyticor.com

**Sign up to receive the *Title Examiner*,
learn about ProTitle, download legal
forms, search our branch directory, and
more!**



420 Main St., Suite 200
Buffalo NY 14202

The Title Examiner is a periodic newsletter of Ticor Title Insurance and Chicago Title Company. Please let us know if you would like to see a particular topic addressed in a future issue or if you have any questions regarding an article.