

No. **2023-8200**

**Official Order
of the
Texas Commissioner of Insurance**

Date: 9/14/2023

Subject Considered:

Platinum Title Partners, LLC
5325 Katy Freeway, Suite 2
Houston, Texas 77007-2287

Consent Order
TDI Enforcement File No. 32408

General remarks and official action taken:

This is a consent order with Platinum Title Partners, LLC (Platinum Title). The Texas Department of Insurance (TDI) conducted a compliance audit and discovered Platinum Title violated several provisions of the Texas Insurance Code and the Title Insurance Basic Manual. Platinum Title has agreed to pay an administrative penalty of \$6,000.

Waiver

Platinum Title acknowledges that the Texas Insurance Code and other applicable law provide certain rights. Platinum Title waives all of these rights, and any other applicable procedural rights, in consideration of the entry of this consent order.

Findings of Fact

1. Platinum Title, firm identification number 122477, holds a title insurance agency license with an underwriter qualification issued by TDI on July 21, 2016.
2. In June 2023, TDI conducted a compliance audit of Platinum Title's operations (the Audit) and found several violations.

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Use of Unappointed Escrow Officer

3. TDI found that Platinum Title permitted Sheila Balagia and Jennifer Rhodes, both licensed escrow officers, to act as its escrow officers without appointing them.

Failure to Timely Submit Escrow Officer Appointment Cancellations

4. TDI found that Platinum Title failed to cancel the appointments of 10 former employees whose last days of employment were between September 2019 and July 2022.

Subsequent Events and Mitigating Circumstances

5. On June 23, 2023, Platinum Title represented that it was addressing TDI's concerns and had corrected the findings from TDI's Audit.
6. Platinum Title represented that the two escrow officers not appointed with them have been appointed and the terminated officer's appointments' have been canceled.

Conclusions of Law

1. The commissioner has jurisdiction over this matter under TEX. INS. CODE §§ 82.051–82.055, 84.021–84.044, 2501.005, 2502.001, 2551.001, 2551.003, 2651.301, 2652.201, 4001.002, 4005.102-4005.104; 28 TEX. ADMIN. CODE § 9.1, which adopts the Title Insurance Basic Manual by reference; and TEX. GOV'T CODE §§ 2001.051-2001.178.
2. The commissioner has the authority to informally dispose of this matter as set forth in TEX. GOV'T CODE § 2001.056; TEX. INS. CODE §§ 36.104 and 82.055; and 28 TEX. ADMIN. CODE § 1.47.
3. Platinum Title has knowingly and voluntarily waived all procedural rights to which it may have been entitled regarding the entry of this order, including, but not limited to, issuance and service of notice of intention to institute disciplinary action, notice of hearing, a public hearing, a proposal for decision, rehearing by the commissioner, and judicial review.

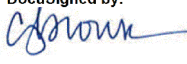
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4. Platinum Title violated TEX. INS. CODE §§ 2652.001 and 2652.1511 by allowing licensed escrow officers to act as escrow officers on Platinum Title's behalf without appointing them.
5. Platinum Title violated the Title Insurance Basic Manual, Section VI, Administrative Rule L-2, by failing to timely complete and submit the Escrow Officer Appointment (FINT09) form to TDI.

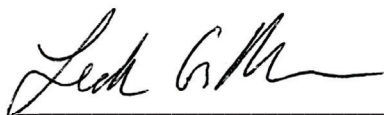
Order

It is ordered that Platinum Title Partners, LLC pay an administrative penalty of \$6,000 within 30 days from the date of this order. The administrative penalty must be paid as instructed in the invoice, which the department will send after entry of this order.

DocuSigned by:

FC5D7EDDFB4F8...

Cassie Brown
Commissioner of Insurance

Recommended and reviewed by:



Leah Gillum, Deputy Commissioner
Fraud and Enforcement Division

L. Merida

Latoya Merida, Staff Attorney
Enforcement

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Affidavit

STATE OF TEXAS §

COUNTY OF HARRIS §

Before me, the undersigned authority, personally appeared KATHLEEN MARTIN who being by me duly sworn, deposed as follows:

"My name is KATHLEEN MARTIN. I am of sound mind, capable of making this statement, and have personal knowledge of these facts which are true and correct.

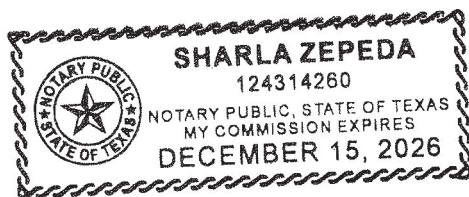
I hold the office of CHIEF OPERATIONS OFFICER and am the authorized representative of Platinum Title Partners, LLC. I am duly authorized by said organization to execute this statement.

Platinum Title Partners, LLC has knowingly and voluntarily entered into the foregoing consent order and agrees with and consents to the issuance and service of the same by the commissioner of insurance of the state of Texas."

[Signature]
Affiant

SWORN TO AND SUBSCRIBED before me on SEPTEMBER 6, 2023.

(NOTARY SEAL)



[Signature]
Signature of Notary Public

Sharla Zepeda
Printed Name of Notary Public