

li Company of the Month

COMPANY'S GOAL: "WE GUARANTEE CUSTOMER SATISFACTION IN EVERY TRANSACTION." National Land Tenure Company: Full-service title insurance built on superior customer satisfaction

WESTBURY, NY "For every action there is an equal and opposite reaction."

Isaac Newton was one of the world's greatest scientists, having promulgated the natural law referenced above. However, when it comes to real estate marketplace, even Newton could be wrong.

For example, the metropolitan area real estate market is changing rapidly, and given the upward trend of mortgage rates, it would hold that directly related services should be experiencing a downward trend. Some are, but after visiting National Land Tenure Company, (NLT), a full service title insurance agency, Newton might rethink his theory. And judging from the hive of activity at NLT, today's leading economists may well think twice about calling the metro area's current situation "a bursting real estate bubble."

Formed in 1999, National Land Tenure has never been busier. Much has to do with NLT's can-do

realizes that he views the title insurance business as a business centered on people and relationships not just empty technologies. "Often in this industry you will see and hear similar companies bragging about their new technologies or automated computer systems. These are allegedly designed to assist in making the process more efficient," said Miller.

"Very often these assurances are empty promises and should be taken with a grain of salt. The term 'more efficient' often translates to, 'we have fewer human beings for clients to speak with,'" said Miller.

Even in the incredibly technological 21st century, Miller firmly believes that "title business clients fundamentally desire two things. First and foremost, they want their transactions completed efficiently, correctly and on-schedule. Secondly, if something goes awry, clients want a competent individual to speak with, not an automated system that isn't intelligent and

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culture based on multi-tasking with a single goal in mind, "We guarantee customer satisfaction in every transaction."

National Land Tenure Company, LLC president, Matthew Miller, said, "NLT has been different from the start. We're a 100% client-centric organization, completely dedicated to the customer's needs. NLT was founded with a 'customer-first, customer-only' focus as our mantra, and that has never changed. In fact, our culture and definitions of superior service have continually broadened and evolved as business has grown. We're proud to be associated with some of the world's most prestigious law firms, banks, and lending institutions. And because of our dedication, we are able to support those organizations with world class expertise, detail after detail, transaction after transaction."

Sitting with Miller, one quickly

can't be proactive. At NLT, we put technology to good use, but we invest in good people."

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James Haggerty, managing director and general counsel, said, "NLT's position is to reach out and serve all areas of the title insurance marketplace. We have a strong client base. The refinance market,



Shown (seated from left) are: James Haggerty, Diana Maffatore, and Brian Fitzgerald. Shown (standing from left) are: Sean Miller, Matthew Miller, and Edward Dull.

residential sales market and commercial market are strong segments of our business."

In 2005, NLT acted as agent for over \$10 billion in transactions. Much of that is due to the company's broad offering of title insurance escrow services. National Land Tenure's large in-house legal department enables first hand deployment of top legal talent on every transaction, demonstrating the firm's customer-centric philosophy where it counts...in the trenches.

The company's service offerings include: Owner's title insurance, mortgage title insurance, last owner searches, variance searches, complete title examinations without insurance, as well as title certifications to town/city/state requirements.

When asked specifically about NLT's legal department, Edward Dull, vice president and senior counsel, said, "There's just no substitute for hands on experience. All of our counsel have extensive backgrounds with commercial and residential transactions of all types, sizes and descriptions. We also have a dedicated, experienced closing staff that helps make closings seamless, as well as a full team of administrative professionals. Everyone practices our customer-first

philosophy."

National Land Tenure offers full service escrow services for commercial/industrial property deals. "A great many of the transactions we handle aren't the average, plain vanilla type. We're staffed to handle even the most highly complex deals," Miller said.

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National Land Tenure has over 30 employees and five full-time attorneys. National Land Tenure's scope of operations is regional and national, with the firm handling multiple transactions in multiple states. The company's commercial transactions are diverse, though concentrations mirror industry trends for hotel chains, motels and lodging, institutions, general office, resorts and golf courses. National Land Tenure also handles numerous residential deals involving single and multifamily properties and is no stranger to international transactions.

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National Land Tenure is an authorized agent for a number of the USA's primary insurance underwriters, including, Commonwealth Land Title Insurance Company, Fidelity National Title Insurance Company, First American Title Insurance Company, Stewart Title Insurance Company and Ticor Title Insurance Company.

Miller, Haggerty, Dull and Fitzgerald are united in their approach and application of philosophy. They are proof that superior customer service in title insurance is vital and can equate to things that sometimes, as in the case of National Land Tenure's thriving business, defy Newton's Law.