



IOWA TITLE GUARANTY
A DIVISION OF IOWA FINANCE AUTHORITY

April 1, 2020

Updated E-Submission Requirements

Iowa Title Guaranty (ITG) has implemented a remote work policy for the ITG team to ensure continuous service to our participants and partners. **Commencing March 31, 2020, all ITG staff will be working remotely.** By utilizing technology which allows remote workers to answer Help Desk calls and conduct virtual meetings across the state, ITG will continue at full operational capacity without disruption to our participants.

Our ability to continue to provide prompt service will require the following modifications to participant and lender workflows. These workflow changes will not only prevent the spread of COVID-19 by limiting the distribution of physical paper but will also allow the remote ITG team to promptly process applications, premium payments and claims.

Effective immediately, ITG requires e-submission of the following:

- 1. APPLICATIONS E-SUBMISSION REQUIREMENT.** ITG will no longer be accepting paper applications for division-issued commitments and certificates. All applications for division-issued commitments and certificates must be submitted electronically on our [Resource Desk](#) or by emailing the necessary documentation to tgdcommitments@iowafinance.com.
- 2. E-PAYMENT REQUIREMENT.** All ITG premiums must be paid via e-payment through our online portal by clicking the "Pay My Premium" link located in the right column of our [Resource Desk](#). ITG is diligently working with our third-party servicer to implement several user-friendly enhancements, including the addition of reference fields for check and file numbers.
- 3. CLAIMS E-SUBMISSION REQUIREMENT.** All claims submissions must be sent to ITG electronically at ITGClaims@iowafinance.com. The submission of a paper claim without also sending an electronic copy of the claim may result in a significant delay in claims processing.
- 4. GENERAL MAIL E-SUBMISSION REQUIREMENT.** All other mail must be scanned and emailed to ITG's general inbox at titleguaranty@iowafinance.com.

ITG will provide participants and industry partners with further updates as the COVID-19 situation continues to evolve. As we overcome these obstacles together, please know that ITG is committed to doing its part to safely steward our state's real estate industry through the tumultuous days, weeks, and months that lie ahead.

Should you have questions, please contact our Help Desk at 515-452-0484.

