

KEEPING YOU INFORMED

Building Success Together



You asked...we listened!

ANNOUNCING "LIVE HELP" INSTANT MESSAGING SERVICE FOR ONLINE ORDERING - AVAILABLE DECEMBER 18, 2006

As a result of your feedback in our recent customer service survey, First Canadian Title is pleased to announce the launch of a new online ordering feature. "LIVE HELP" instant messaging service will be available on **December 18, 2006** for all **residential title insurance** orders placed online.

At any time while completing your online order, simply click on the "LIVE HELP" button and you can interact "LIVE" with a Customer Service Specialist or member of our underwriting team.

This exciting new service offers you the following benefits in "real time":

- Answer your questions while entering your order thereby eliminating additional phone calls;
- Discuss details of the transaction that affect policy coverage (i.e. property type, number of units, transaction type, etc.); and
- Discuss any title problems with our team of experienced underwriters.

This service will be available during our regular call centre hours of operation, Monday to Friday 8:00 a.m. to 8:00 p.m. (ET) and there are no special software downloads or registrations required.

For more information about the benefits of our instant messaging service or to register for online ordering, please contact us at 1.866.804.3122, or your local Account Manager.

Thank you for choosing First Canadian Title!

12/06 – NTL.excl. OC

1.800.307.0370 • www.firstcanadiantitle.com

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