OKLAHOMA ABSTRACTORS BOARD

2401 N.W. 23rd Street, Suite 60B
P.O. Box 700076
Oklahoma City, OK 73107
Phone: (405) 522-5019
Fax: (405) 522-5503

COMPLAINT AGAINST AN ABSTRACT COMPANY

Instructions are available following this form to provide guidance for answering each question.
Please print legibly or use a typewriter. Return completed form to address above or by fax.

1. My Name: _____ Date of Complaint: _____

2. I am: (circle all that apply) Seller / Buyer / Real Estate Agent / Closing Company / Other _____

3. My Address is: _____

4. My Daytime Telephone: _____ Cell Phone: _____ E-Mail: _____

5. I [do] [do not] wish to remain anonymous.

6. Re: Property located in _____ County

7. My complaint involves:
   [ ] pre-existing abstract
   [ ] pre-existing abstract extension or supplemental
   [ ] order for a complete abstract
   [ ] order for an abstract extension or supplemental
   [ ] no specific abstract
   [ ] other abstracting service: _____
   [ ] other abstracting service: _____

8. Legal description and/or address of subject property: _____

9. My complaint is against: _____ Phone: _____

10. Their address is: _____

11. My complaint is:
   [ ] Company built abstract without a valid order
   [ ] Abstract company refuses to accept my abstract order
   [ ] Company produced wrong abstract
   [ ] Unnecessary delay of abstract
   [ ] Documents left out of abstract
   [ ] Unnecessary items were included in abstract
   [ ] Abstract price does not match their approved fees
   [ ] Improper or unfair pricing, invoicing and/or collection methods of abstracting
   [ ] Abstract company refuses to release abstract
   [ ] Abstract company had abstract in storage, but cannot locate
   [ ] Other _____
   [ ] Other _____
   [ ] Other _____

12. Chronological statement of the facts: _____

_____

_____

_____

_____

_____

_____

_____

_____

13. What are your expectations for resolving this issue? _____

_____

_____

_____

_____

_____

_____

_____

_____ _____

NAME DATE

INFORMAL COMPLAINT INSTRUCTIONS

Please see the corresponding answers to the questions on the first page.

1. State the name of the person making the complaint and the date you are filling out the complaint. If there are additional parties wishing to join you in your complaint, or who you think might be able to provide helpful information, please list them on an additional page.

2. Circle any of the listed choices that fit your role in the transaction upon which this complaint is based. If the answer is "other", please provide your occupation and how you are related to this transaction.

3. If you are reporting this allegation on behalf of your employer, please provide the business mailing address (and street address if different.) If you are reporting as an individual, please provide your residence mailing address.

4. Insert all requested contact information and please circle the method with which you prefer us to make contact. If necessary, specify the best times for you to be reached in the margin.

5. We will honor requests for anonymity. However, it may be impossible for us to help you achieve a resolution requiring specific action by the company without disclosing identifying information. If your reason for requesting anonymity stems from fear of retaliation, please note that we will not tolerate any such behavior by an abstract company. Should you prefer anonymity regardless, we might be able to inquire about certain practices or policies, but otherwise, an anonymous complained will be filed for later review b a Compliance Representative prior to the company's next Compliance Review or bi-annual inspection.

6. Please provide the name of the county in which the property involved in your complaint is located.

7. Oklahoma laws limit the Oklahoma Abstractors Board's authority over property transactions to the business of abstracting. A complete real estate settlement requires the services of numerous additional professionals such as attorneys, title insurance agents, closing companies, realtors, appraisers, surveyors, lenders and mortgage brokers. Most of these professions are subject to regulation, but by a variety of different entities. Often, Oklahoma abstract companies offer additional services that are separately regulated by other agencies. If you suspect your complaint may not fall within the Board's authority, you may provide completion information about your situation and if we determine that the Board does not have jurisdiction, the Board will assist you in identifying the appropriate regulator.

8. If the property involved in this complaint has a lengthy legal description, you may attach or include a document on which the description is already printed. If the property is within incorporated city limits or a platted subdivision, the street address may suffice.

9. Give the name of the abstract company against which you are complaining. Please include any additional companies involved on an additional page and explain their involvement. Also, include the names of the people with whom you have spoken for each involved company. If your complaint is against an individual abstractor licensee rather than an abstract company, please clearly indicate this.

10. Provide the address of the company or address of the company at which the person you are complaining against is employed. If known, also provide the business telephone number.

11. Please refer to instructions at Item #7, above.

12. The complaint should consist of a brief, chronological explanation of the facts and should be stated in the order in which they occurred. Avoid conclusions or opinions. The complaint should be **printed or typed.**

13. Tell us what you think should happen in this matter to make it right.

14. Please attach any copies of documents, such as contracts, closing statements, cancelled checks (front and back), or any other documentation that will assist in validating your complaint.

Please note: After your complaint is received, the Executive Director or designee will review it to determine if the alleged acts constitute a violation of abstractors' law, and if your claim can be supported with sufficient evidence. If the complaint fails this review, the Board will respond to you in writing, explaining the reason(s) why the complaint will not be acted upon. If the complaint passes the review, the Board may do any or all of the following:

(a) order the respondent to provide a written response to the allegations;
(b) attempt an informal resolution;
(c) initiate an investigation;
(d) order an inspection of the abstract company;
(e) take other action authorized under its rules; and/or
(e) terminate the investigation when it appears there is no violation of law or regulations, or when it clearly appears there is not sufficient evidence to support such a claim.

You will be notified of any such actions. Upon conclusion of the investigation of your complaint, if agreement cannot be reached on an information resolution to the complaint, you may exercise your right to a formal complaint procedure on your allegations against the abstract company.