

PLEASE DISTRIBUTE TO ALL AFFECTED PERSONNEL

TAKING AIM AT CLAIMS

Lessons Learned



Hyphenated Names

In this claim, part of a name was worth \$350,000.

The borrower's name was hyphenated. We're going to call her Jane Land-America. When searching the general index*, there was some confusion over how to handle this last name. We ran a search on Jane America. As a result, we missed a judgment lien for \$350,000 recorded for Jane LandAmerica.

Lesson Learned

Any time an out-of-the-ordinary name is encountered, try different combinations of the name to avoid missing relevant information. With hyphens, as in this case, look for Jane Land, Jane America, Jane LandAmerica and Jane Land-America. Other names that might need creative manipulation include those with apostrophes (such as O'Brian) or two-part last names separated by spaces.

* A general index is the alphabetical listing, arranged by name, of all recorded instruments that don't mention a specific property. It includes such items as wills, judgments and powers