



## Washington Land Title Association

<https://washingtonlandtitle.com>

Mail: PO Box 328, Lynnwood, WA 98046

Delivery: 6817 208<sup>th</sup> St SW, #328, Lynnwood, WA 98036

206-260-4731 (Fax)

George Peters, Co-Executive Director, 206-437-5869

Sean Holland, Co-Executive Director, (206) 697-4199

[execdirector@washingtonlandtitle.com](mailto:execdirector@washingtonlandtitle.com)

October 4, 2025

Washington State Office of the Insurance Commissioner

VIA Email to: [rulescoordinator@oic.wa.gov](mailto:rulescoordinator@oic.wa.gov)

Dear Commissioner's office:

The Washington Land Title Association (WLTA) writes to comment on the September 25, 2025 Second Prepublication Draft of R2025-05 entitled Clarifying and Updating the Minimum Standards for Claims Handling. WLTA's members include many title insurers (underwriters) and title agents licensed to do business in the State of Washington.

The proposed changes to Washington Administrative Code (WAC) 284-30-340 – File and record documentation continues to be concerning to the WLTA. The proposed language continues to require an insurer to produce all claim file documents and communications to an insured within 15 business days of an insured's request. The proposed rule allows the insurer to withhold "legally privileged" material, "third-party financial information", and documents specifically related to investigation of criminal activity, but this exception is still insufficient to protect third parties from potential harm.

Again, a title insurer's claim file may include non-public information documents related not only to a seller's finances, but also other third-party communications involving, for example, realtors, brokers, or neighbors, that are related to the insured transaction. *Such information is typically produced by the title insurer pursuant to a valid subpoena - a legal process which may require judicial review and notice to a third party.* Even as written in the second prepublication draft, WAC 284-30-340 allows an insured to usurp the legal process established to protect the information of third parties from dissemination. The additional language requiring a privilege log does nothing to mitigate this risk and instead may result in unintended consequences such as increased litigation.



### 2025-2026 Officers

Ashley Callahan, President

Anthony Carollo, Vice

President

Jim Blair, Immediate Past

President

### 2024-2026 Directors

Ben Case

Lindsay Doucette

Gerry Guerin

Gale Hickok

Paul Hofmann

Peter Johndrow

Dan MacMillan

Maureen Pfaff

Jensen Salisbury

### 2025-2027 Directors

Lori Bullard

Bernt Nesset

Chris Rollins

Erin Stines

Craig Trummel

### Committee Chairs

\*Marcella Carey-Agent  
Section

\*Megan Powell-Underwriter  
Section

\*Sari-Kim Conrad-OIC  
Liaison

\*Michelle Taylor, \*JP  
Kissling & Maureen Pfaff-  
Legislative

Allison Davis-Judiciary

Megan Powell-Native

American Affairs

Gerry Guerin & Rick

Randall-Education

Lori Bullard & Allison Davis-  
Examiners Manual

Paul Hammann-Membership

Paul Hofmann-WTP, TITAC,

TAN, Technology

Jim Blair-Nominating

Craig Trummel, Grievance

(\*Automatic Board Member)

The proposed changes also impose a significant administrative burden on title insurers' claims adjusters. Title insurance claims can take several months to investigate and resolve, resulting in a claim file that is hundreds, and sometimes thousands, of pages in length. Time spent reviewing an entire claim file for privileged documents, third-party financial information, and records specifically related to investigation of criminal activity may detract from time spent resolving the insured's claim. The privilege log requirement adds to this administrative burden.

For the reasons explained above, the WLTA requests that title insurers be exempt from the proposed changes to Washington Administrative Code (WAC) 284-30-340.

Thank you for the opportunity to provide input.

A handwritten signature in blue ink that reads "Ashley Callahan". The signature is fluid and cursive, with the first name "Ashley" and last name "Callahan" clearly legible.

Ashley Callahan  
President  
Washington Land Title Association

cc: WLTA Board