

AT A GLANCE

STEWART TITLE COMPANY- ARKANSAS DIVISION

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Number of Employees: 26

Top Executives: **DARLENE JONES, PRESIDENT;**
SUSAN CLARK, VICE PRESIDENT; **KAY**
GREGORY, VICE PRESIDENT

Product or Service: **TITLE AND ESCROW**
SERVICES OF REAL ESTATE
TRANSACTIONS

Year Founded: 1893

What Makes Stewart Title's Employees Special

Their integrity – from being dedicated, hardworking and trustworthy to showing acts of compassion when one of their team members falls on hard times. I'd put my team of employees up against those in any company, President Darlene Jones said.

MILESTONES

Our business relates to the phrase, "Only the strong survive." The economy has been tough. Thanks to our loyal customers, our dedicated employees and our strong supportive senior management, we have been able to increase our business. We have a strong heritage of the Stewart family and through their example and leadership we continue to grow.

Future Plans and Goals

To develop a strong commercial department. We know with our financial strength that we should be reaching more of this segment of the market. Another goal is to increase our title production turn time to two days. We need to give our title customers this fast turn time to meet their timelines.



Darlene Jones, President - Arkansas Division

Stewart Title on Leading Edge of Real Estate Services

Deploying new technology among company's competitive advantages

IN THE DYNAMIC real estate industry, the title and escrow services professionals at Stewart Title know that if you don't change you'll get left behind. That's according to Darlene Jones, president of the company's Arkansas Division.

"We have a Stewart University online that includes a multitude of webinars that provide training to help our employees with our new technology change," Jones said.

A critical technological advantage at Stewart Title is "SureClose," a secure, online document management system "that provides a way for our customers to access their own documents 24/7," Jones said. And forward-looking change at Stewart goes beyond implementing new technologies.

"We have an escrow officer on staff who is fluent in Spanish and English," Jones said. "And we also have other language interpreters available through our Houston office."

The Arkansas Title Solution

Stewart Title was established in 1893 and does business across the United States and in more than 70 countries around the world. The industry leader came to Arkansas in 1996, opening a Little Rock office, where Jones came on board in January 1997. Today, Stewart has offices in five cities in Arkansas.

"We have become the Arkansas

title solution for many customers," Jones said. "With our five branch offices, Eureka Springs, Siloam Springs, West Memphis, Sheridan and Little Rock, we can produce title searches and commitments throughout the state of Arkansas. Stewart Title owns several county title plants of property records that give us the advantage to produce a fast, quality title search for our customers. Also, by accessing their files online through SureClose, we can recall any supporting documents from a current or archived file within minutes to take care of our customers' needs."

Magnificent Service

Focusing on servicing customers' needs is at the foundation of the way Stewart Title employees approach their work every day.

"Customer service is expected," Jones said. "Our goal is to meet our customers' needs much like a private banker takes care of his customers. We know that our customers truly tell our story and word of mouth is how we build our business."

Part of that commitment to its customers is staying current on the many regulations that govern the real estate business, like the Real Estate Settlement Procedures Act (RESPA).

"Effective Jan. 1, 2010, new RESPA guidelines became mandatory

for lenders and title companies to use the new Good Faith Estimate and the new HUD-1 Settlement Statement on residential properties," Jones said. "All of our staff were trained to be ready – and we are. Stewart is here to help our lender customer move through these new processes to have timely closings."

The company is also "going green," Jones said. "We have our Stewart Green Initiative, which is good for the planet and our customers' bottom line. The Stewart green title process enables the entire real estate transaction to go paperless. We have eco-friendly technology like the SureClose online document management system, eClosing Room electronic closing technology, AIM title and escrow management system, TitleSearch title plant software and Stewart Title Electronic Policy System. We use the e-recording for documents as it becomes available with the county courthouses."

Being a good steward to its customers and to the environment is all part of the value equation at Stewart Title, Jones said. "Providing magnificent service by inspired professionals – that is our company vision. Stewart Title will give you peace of mind. We have the financial strength to protect your investment and experienced, 'veterans in the field' staff to take care of any of your real estate needs." ■