

Key Performance Indicators (KPIs)

Third-Party Name	New Title Insurance, LLC							
Contract Number	C #321456987							
Master Service Agreement (MSA) Number	MSA #789123654							
Description of Services/Products Provided	Process mortgage loan applications for clients							
Contract Termination Date	12/31/2019							
Recovery Time Objective	24 hours							
Inherent Risk Score	Tier 1							
	Service Level Agreements and Performance Metrics Score Key					Total Number of Loans Processed for March 2018	100	
KPI Score Key	Met Expectation (3)	Average (2)	Fail (1)			Number of Loans Processed Correctly for March 2018	98	
Percentage	90-100%	80-89%	70-79%			Number of Loans Processed Incorrectly for March 2018	2	
Number of Loans to Processed Correctly	90 - 100	80-89	70-79			Percentage of Loans Processed Correctly	98%	
Number of Loans Processed Incorrectly	0-10	11-20	21-30			Percentage of Loans Processed Incorrectly	2%	
Total Number of Loans Required To Process Monthly	100					KPI Score	3	
	Service Level Agreements and Performance Metrics Score Key					Total Number of Loans Processed for March 2018	100	
KPI Score Key	Met Expectation (3)	Average (2)	Fail (1)			Number of Loans Processed in 24 hours (on Time)	94	
Percentage	90-100%	80-89%	70-79%			Number of Loans Processed after 24 hours (Late)	6	
Number of Loans to Processed in 24 hours (On Time)	90 - 100	80-89	70-79			Percentage of Loans Processed Correctly	94%	
Number of Loans Processed after 24 hours (Late)	0-10	11-20	21-30			Percentage of Loans Processed Incorrectly	6%	
Total Number of Loans Required To Process Monthly	100					KPI Score	3	
Operational Failures								
Description of Risk Event	Risk Type (i.e. information security, business continuity, disaster recovery)	Severity (i.e. High, Medium, or Low)	Remediation Action	Estimated Remediation Date	Actual Remediation Date	Remediation Status		
*Record operational failures to ensure that KPI includes any business disruptions as a result of information security, business continuity or disaster recovery								