

Flight Path

First American Title Guaranty Company's Employee Newsletter CONTRA COSTA/SOLANO EDITION

FROM THE PRESIDENT DICK PAULETICH

Brad Andersohn is William B. Morrish Award Winner

I think you will be interested in knowing a little more about the 1995 William B. Morrish Award winner, Brad Andersohn.

Unlike many of us, Brad is a second generation title person. His mother, Dottie Mickel, was for many years a well-known and highly respected escrow officer in the Bay Area.

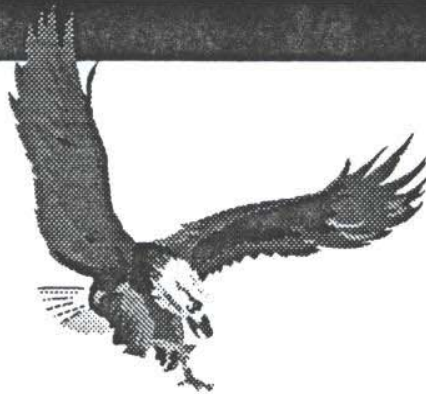
Everything about Brad can be summarized by one adjective - eclectic. Look it up - it describes Brad's style perfectly. His interests are many and varied, from semi-professional musician, to self-directed computer whiz. His enthusiasm and thirst for knowledge are fueled by a fiercely competitive streak and a strong desire to be the best that he can be at whatever he does.

A wife and family have somewhat tempered Brad's single-minded focus on business, but his engine is always revved and ready to take on any new challenge, an example of which is his attack on the Internet. If Brad has his way, and he probably will, he will drag us all kicking and screaming into cyberspace, all the while complaining that we have to move faster.

I've personally known Brad for a long time and I have yet to see the task or obstacle that intimidates him.

It was, therefore, with a great deal of pride that I announced Brad's selection for the Morrish Award. If you get a chance to meet him, seize it. He's a person well worth knowing.

Brad Andersohn is Branch Manager and Account Representative in Walnut Creek.



A MESSAGE FROM THE DIVISION MANAGER

First Quarter Achievements

I wanted to touch on some highlights as we end the first quarter of 1996. Both Contra Costa & Solano resale markets are well ahead of last year, a 23% improvement over first quarter of 1995. I would like to acknowledge and give recognition to a few of our branches which have excelled.

In June 1994 the Antioch branch opened while every other title company around was closing branches. They ended the first quarter of 1996 with a 36% market share and #1 position. What a success story they are. Thank you Antioch!!

The Walnut Creek branch reached number one market share last year and they continued to take more and more of that market. They ended the first quarter at 20% and #1 in their market. Way to go Walnut Creek!!

Our Special Projects Department has also ended the first quarter in #1 position and a 16.9% market share. Thank you John Wilson and your dedicated staff for all your hard work.

A BIG thanks to our New Homes Department which continues to dominate the market with a whopping 51% market share!!

1995 Service Stars of the Year

Who they are... What they do... Why they were selected.

*They are Molly Baier,
Brian Momaney, Peggy Neff,
Alicia Roy, Danette Ruiz and
John Timms.*

These 1995 Service Stars of the Year were announced during the recent State of the Division Meetings and they are an extremely service-minded and deserving group of First Americans. They shine in all areas of our company from Title, Administration and Escrow to Sales, and all share at least one common quality: **They exceed their customers' expectations.**

Molly Baier, Escrow Officer, was Solano's choice. Dick Banks says in regard to Molly: "She not only **defines** 'Customer First' but she always **considers** her Customers First. She fights for them not simply because they are First American clients but because she wants the best for them and **believes** they deserve it. If she can't help a customer, she finds someone who can." Molly has an open-door policy with clients and personnel. She is always willing to help. Her clients even call her at home for assistance and they give her 100% of their business.

SEE INSIDE FOR MORE NEWS:

Service Star Program

Systems Update (PULP FICTION)

Division News

Employee Benefits News

2nd qtr. Birthdays & Anniversaries

and don't miss...

That's Entertainment!

See back page for an important legal update.