

letterTRAX is our online application within the agentTRAX suite for the issuance of Closing Protection letters to **Lender**, **Buyer** and **Seller** customers. It provides a streamlined process and centralized location of issued letters by FNTG Agents.

Letters can be issued on behalf of **Approved Attorneys**, or reflect an additional **Settlement Agent** without losing sight of the issuing agent:

- Approved Attorney selection is based on the issuing agent ID
- Settlement Agent will be shown on the letter along with the issuing agent

The default **Liability Limit** on letters will automatically reflect your agency/firm's contractual limit in the event it exceeds the current default.

- Approved **High Liability** requests will update the CPL letter with the approved amount automatically if issued after the approval. If the CPL is created before approval – no problem – Revise the letter in EDIT mode and save. The liability will be updated.

A **Lender List** exists for each letterTRAX user saving time and keystrokes.

- The user can manage the list by selecting My Lender List from the Applications drop-down
[See Feature Flyer – My Lender List for additional details](#)

Lender Clauses are approved by Corporate Underwriting and are available for selection.

- The lender name field should not contain any clause language. If you do not see a clause requested by your lender, contact your local FNTG production office and they will seek approval to have it added to the drop-down.

Creation of **Good Standing letters** using a file number of "GS" will save keystrokes by pre-selecting the Good Standing letter template and keep all letters in one file for easy retrieval.