



AgentNet® and RamQuest™ Integration

Frequently Asked Questions

The following are a collection of frequently asked questions regarding the integration between AgentNet and RamQuest.

1. When will this be available?

The integration is currently available to RamQuest users set up to use Closing Market.

2. How do I start using this integration?

You can use this integration provided you have an active AgentNet account and a Closing Market account. Contact your RamQuest or First American Title Insurance Co. representative for information on registering.

3. Do I need to install anything and how?

You should contact your RamQuest™ representative about any required steps for your existing version or setup of Complete Closing Enterprise or Closing Market.

4. Where do I go to get help or support?

For Complete Closing Enterprise and Closing Market support, contact RamQuest's helpdesk at support@ramquest.com. For AgentNet support, contact mailto:agency support@firstam.com.

5. What happens when I order an AgentNet service through RamQuest?

This integration allows you to order First American AgentNet services seamlessly from your Complete Closing Enterprise file via Closing Market.

6. If I order a service through the AgentNet platform, does it automatically populate in my RamQuest file?

Data entered directly through the AgentNet platform does not flow back into your Complete Closing Enterprise file.

7. Will services I previously ordered in AgentNet® automatically populate my RamQuest file?

Previously ordered services in AgentNet will not populate to your Complete Closing Enterprise file.



8. **Do I need to log into the AgentNet web portal anymore?**

This integration can make your day-to-day transactional processes more efficient; while logging into AgentNet® brings you numerous additional benefits such as First American's Underwriter Bulletins, Policy Reporting, Premium Remittance, Online Statements, and a window into your First American business transactions.

9. **How do I get training?**

Contact RamQuest or your local First American Title Insurance representative for more information on training.

10. **Will there be any additional costs to utilize this integration?**

There will be no additional costs for use of the Closing Market service to order First American products.