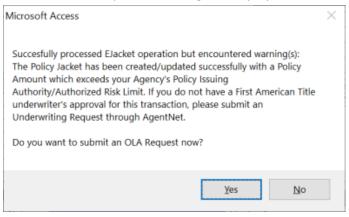# Underwriter Requests in TrackerPro

Learn how to submit a new Underwriter Request for High Liability, Closing Protection Letter Modifications, and other requests using the TrackerPro Integration with AgentNet®.

First American High Liability Approval

TrackerPro provides two different paths to submit a file for High Liability Approval to First American:
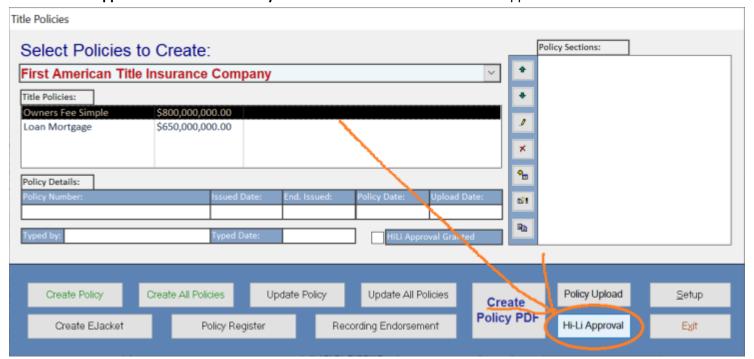
Path 1

During the **Create EJacket** process, if you have exceeded your Risk Limit with First American, you will be asked if you want to submit an OLA Request. Selecting **Yes** displays the **OLA Request** screen.

Path 2

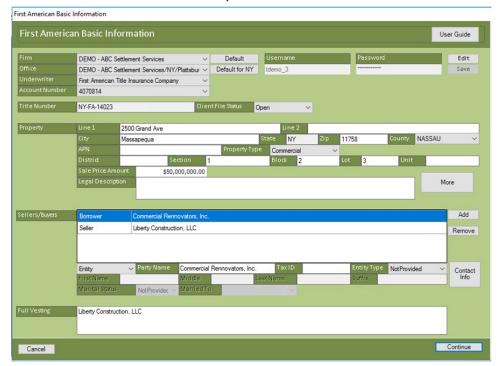Click the **Hi-Li Approval** button on the **Policy Documents** screen to submit for OLA Approval.
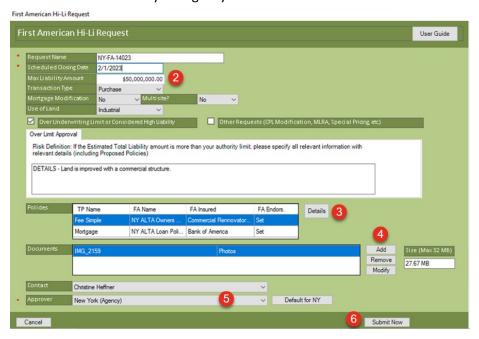
On Path 2 the **First American Basic Information** screen will display. This screen will confirm the basic file information that will be sent to First American and allow you to select the submission's **Firm** and **Office**.

1. On both paths, the **OLA Request** screen will display.
2. Complete the form, as applicable. Here you can enter any relevant information you wish to include in the request, or indicate you wish to make a non-OLA request. For Hi-Li requests, please be sure to enter whether the land is Improved with a structure or Unimproved. You can also **Add** any documents that should be sent over to First American and enter contact information for your Agency and for First American.
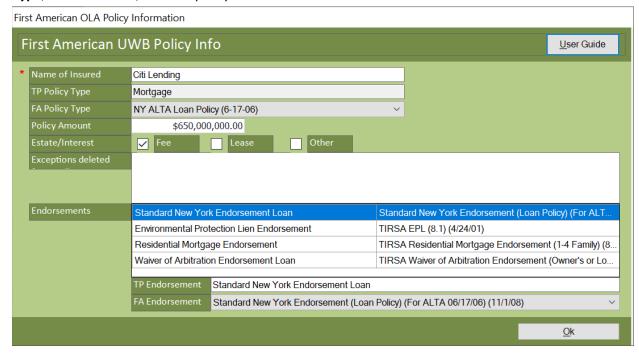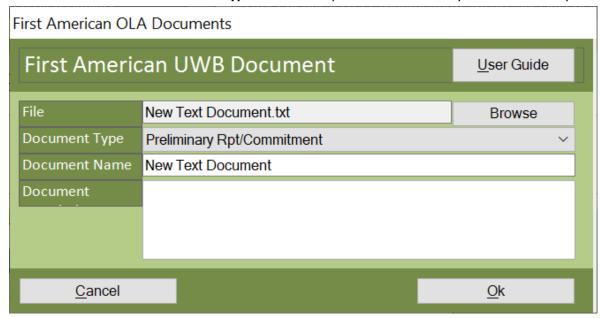
3. In the Policies section, TrackerPro automatically fills in the **Policy information**. Click the **Details** button to adjust the **Policy Type**, **Endorsements**, or other policy information. Select **Ok**.

4. In the **Documents** section, select **Add** to include documents with your request. Browse to select the document to include with the OLA. Select the **Document Type** from the drop-down and enter any additional descriptive information. Select **Ok.**

5. Select the **Approver** group from the available options in the drop-down.
6. Select **Submit Now.**

FIRST AMERICAN
First American Title™
TrackerPro
POWERED BY ACCUTITLE
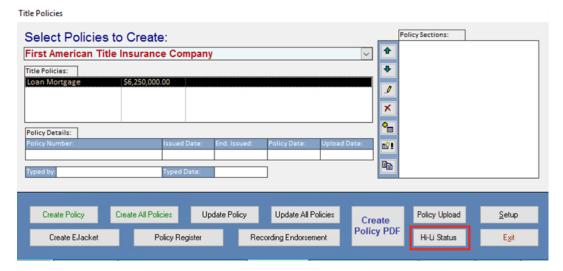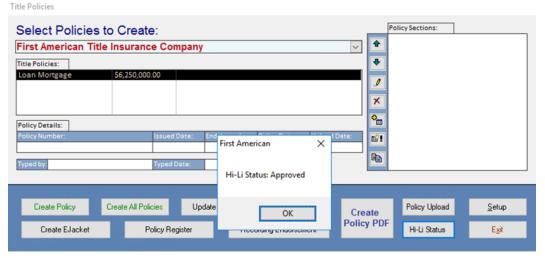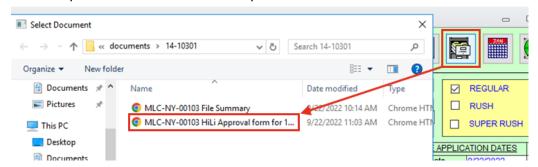FIRST AMERICAN
EAGLE
ACADEMY™

Status and Decision

After the OLA Request has been submitted, the **Hi-Li Approval** button on the **Policy Documents** screen will change to **Hi-Li Status.**

1. Click **Hi-Li Status** to display the status of your request

NOTE: Any documents made available by First American will be downloaded into the File Cabinet.

2. First American will email the **Contact** displayed on the **OLA Request** screen when the file is decisioned