



Mortgage Lending Services | Mississauga, ON | Founded: 1994 | Employees: 200+ | <https://www.fnf.ca/>

PHONE: +1 (289) 562-0088

BLOOMBERG: <https://www.bloomberg.com/research/stocks/private/snapshot.asp?privcapId=6350555>

LINKEDIN: <https://www.linkedin.com/company/fnf-canada/?originalSubdomain=ca>

COMPANY OVERVIEW

FNF Canada is a mortgage transaction management service provider for large and small Canadian lenders. They specialize in facilitating the mortgage transaction process; including title insurance, document processing, property tax management, and appraisal management services.

SENIOR MANAGEMENT

Dustin Allan: President (Jan 2015-Present), SVP Operations (2012-2015), VP Business Operations (2010-2012), VP Sales (2005-2012). Previously: Product Manager, CIBC (2003-2005); Corporate Trainer, CIBC (2001-2003). Education: MBA, University of Toronto – Rotman School of Management (2008); BBA, Brock University (2000).

Shawna Jovanovic: SVP Operations (2015-Present); Director, Client Services – Appraisals Division (2013-2015). Previously: International Director, NAS Valuations (2012-2013); Director, Operations, First Canadian Title (2010-2011); Sr. Manager, Operations, First Canadian Title (2007-2010); Sr. Manager, Process Initiatives, First Canadian Title (2003-2007). Education: Paralegal, Humber College (1999); BA, Honours Psychology, Western University (1997).

Steven Offer: SVP Sales and Business Development, and Government Relations (Present); Secretary, Title Insurance Industry Association of Canada (TIIAC) (Present); Member of Government Relations Committee, Canadian Association of Mortgage Professionals (CAAMP) (Present). Previously: Managing Partner, Offer & David (1976-1985); Member of Provincial Parliament, Ontario, Mississauga North (1985-1994); Solicitor General, Ontario Provincial Parliament (1989-1990); Opposition Party Critic, Labour and Environment (1991-1994); Residential, Corporate, and Commercial Law, Anderson Sinclair (starting 1995). Education: Law Degree, Osgoode Hall Law School (1976); BA, York University.

HISTORY

In 1994, Procon Document Services Limited was founded to centralize the processing of mortgage documents that was traditionally completed by the legal community. A joint venture with LandAmerica in 1998 formed the company LandCanada to start offering title-insured mortgages. In 2003, LandCanada was purchased by Fidelity National Financial Inc, the leading provider of title insurance and transaction services to the real estate and mortgage industries, and becomes FNF Canada.¹

FUNDING

FNF Canada was purchased by Fidelity National Financial Inc. in 2003.

KEY CORPORATE DEVELOPMENTS

News & Events: <https://www.fnf.ca/news-and-events/>

Jul 22, 2003: [FNF Announces Acquisition of LandCanada Financial Services and Formation of FNF Canada](#)

Oct 14, 2016: [FNF Canada and Municipal Property Assessment Corporation \(MPAC\) Extend Property-Data Program to Benefit Real Estate Appraisers](#)

Nov 23, 2017: [FNF Canada Adds AVM Solutions to its End to End Valuation Product Offering](#)

¹ <https://www.fnf.ca/fnf-canada/>

BUSINESS HIGHLIGHTS

STRATEGY

The mortgage closing process is standardized and hard to differentiate among factors other than speed, accuracy, and service quality. FNF Canada has created a suite of technology-enabled solutions and offer customized relationship services that position them as the leading provider of mortgage and loan related services.

- **Operational Efficiency:** Lenders using FNF Canada's products benefit from technology-enabled faster turnaround times and accuracy for the mortgage closing process.
- **Customization/Flexibility:** Lenders can choose one or the full suite of products that suit their needs.
- **Technology Integration:** FNF Canada's solutions fully integrate with existing systems and processes to improve operational efficiency.
- **Service & Experience:** Lenders gain a strategic partner that helps them achieve their goals with expertise gained from over 20 years of experience in Canada and best practices from their parent company.

PRODUCTS / PRICING

FNF's product suite, **SMARTChoice**, covers the end-to-end process of a mortgage closing lifecycle. Customers can choose to purchase the entire suite or pick individual product lines²:

- **Appraisal Plus:** Full service solutions for residential appraisals, including full appraisals, drive-by appraisals, desktop appraisals, hybrid appraisals, total quality appraisal designations, and total quality property scores.
- **Secure Plus:** Provides title insurance issuance as protection to customers from errors in public record, fraud and forgery, survey related issues, and other matters which may not be mitigated by other providers.
- **Settlement Plus:** Mortgage settlement related services that can be used individually or blended with a bank's internal systems, including title insured closing services, purchase transaction instruction and funding, transfer out service, and mortgage discharge fulfillment.
- **Tax Services Plus:** Full service national property tax reporting suite, including tax account reporting, tax status reporting, and tax verification.

These services are complemented by technology platforms tailored to different stakeholders in the mortgage closing process. These include³:

- **FNF Connect:** A white-labelled online portal to be accessed via client Lender and Consumer desktops.
- **Broker Connect:** An online portal for brokers to access real-time information from lenders regarding the status of the transaction and associated loan.
- **Appraiser Connect:** An online portal used by a network of appraisers to achieve appraisal job requests, accept jobs, and provide the appraisal decision and supporting information to Lender.

Pricing is on a case-by-case basis, as products and services are tailored to their clients business.

TECHNOLOGY

FNF Canada leverages portals (desktop and mobile) to connect clients to services, with a focus on real-time process tracking. Their product suite was built with a focus on modularity and interoperability, which allows them to customize their solutions and integrate them seamlessly into clients' businesses.

DISTRIBUTION / LOGISTICS

FNF Canada has 5 offices, providing nationwide coverage and offers services in both English and French.⁴

MARKETING

FNF Canada's marketing strategy is focused on building long-term relationships with lenders.⁵

² <https://www.fnf.ca/products/>

³ <https://www.fnf.ca/technology/>

⁴ <https://www.fnf.ca/products/settlement-plus/>

⁵ <https://www.fnf.ca/services/>

COMPETITORS

FNF Canada competes with one other competitor over market share for mortgage closing services among lenders:

- [First Canadian Title](#) – (Oakville, ON) FCT provides title insurance, mortgage document processing and related services to a wide variety of lending institutions, including Canada's top five banks.