



Search Assist Success Stories

Empowering Real Estate Legal Teams



Table of Contents

Case no.1

Built for Busy Teams: How Search Assist Streamlined Complexities..... 3

Case no. 2

Efficiency Unlocked: How Alicja Transformed Her Workflow..... 4

Case no. 3

Search Simplified: Jeannette's Secret to Staying in Control..... 5

Case no. 4

A Legal Team's Journey to Efficiency..... 6

Case no. 5

How Search Assist Created Smooth Closings for Michele..... 7

Case no. 6

Cathy's Story: Maximizing Efficiency with FCT Search Assist..... 8

Case no. 1:

Built for Busy Teams: How Search Assist Streamlined Complexities

Client Profile

This full-service firm is based in London, Ontario has roots extending back to the 1930's. The firm's commercial real estate law group, one of the largest in Southwestern Ontario, acts in connection with land development projects, dispositions and acquisitions of real property, and commercial financing.

Challenge

Managing municipal searches was a major operational hurdle. The team faced delays, jurisdictional inconsistencies, and frequent back-and-forth with municipalities—especially in unfamiliar regions. Incomplete applications often led to resubmissions and additional payments, consuming valuable staff time and slowing down transactions. The lack of centralized support made the process inefficient and unpredictable, straining internal resources and impacting client service.

Solution

Search Assist centralized and simplified the entire municipal search process. The intuitive portal allowed the team to submit requests using existing transaction data, even before ordering title insurance. With proactive support from FCT (especially from their FCT business development director) the team received tailored solutions for complex underwriting scenarios. The onboarding was seamless, and the platform quickly became a core part of their workflow.

Results

- Turnaround times improved by several days
- Administrative burden significantly reduced
- Staff reallocated to higher-value, client-facing work
- Cost-effective solution compared to in-house search efforts
- Smooth closings and improved client satisfaction

"We've found Search Assist to be cost-effective, providing exceptional value that far exceeds what we could achieve internally. The product has transformed how we manage municipal searches, freeing our staff from administrative tasks so they can add more value elsewhere. It's given us peace of mind and the confidence to take on new challenges without worry."

Support is always responsive and professional, with timely updates that keep us informed every step of the way. We highly recommend Search Assist to any legal team looking to streamline real estate transactions—once you try it, the time savings and ease of use will speak for themselves."

Jaclyn De Nijs

Paralegal | McKenzie Lake Lawyers LLP

James Elsley

Partner | McKenzie Lake Lawyers LLP

Case no. 2:

Efficiency Unlocked: How Alicja Transformed Her Workflow

Client Profile

Alicja is a senior real estate law clerk at one of Canada's premier corporate, securities and business transaction law firms. Based in Toronto, Ontario, she recently transitioned from a residential-heavy practice to managing high-volume commercial real estate files.

Challenge

Before using Search Assist, Alicja and her team handled all the legwork manually—researching municipalities, confirming payment methods, and coordinating submissions. Certain municipalities still required paper cheques and manual delivery, adding complexity and delays. The administrative burden extended beyond her role, often involving accounting staff to cut cheques and track payments. The process was not only time-consuming but also inefficient and error-prone.

Solution

Search Assist gave Alicja full control over a previously frustrating process. Instead of coordinating with multiple departments and relying on accounting for payments, she now uses a simple, step-by-step platform that allows her to submit requests independently and confidently. The intuitive interface eliminated the need for training new team members and made onboarding seamless.

Results

- Significant time savings and reduced administrative burden
- Greater focus on legal tasks like mortgage instructions and customer service
- Peace of mind and confidence in meeting closing deadlines
- Faster turnaround than manual processes

"FCT Search Assist has transformed the way I manage off-title searches. It's efficient, user-friendly, and gives me peace of mind. I submit the order and never have to worry—if something's missing, FCT flags it right away, and their team knows exactly what to do."

I can focus on my clients and the legal work that matters most, instead of chasing municipalities and cutting cheques. It's like having a whole department behind me. I love this product and truly believe it's the best-kept secret in the industry."

Alicja Kachnicz

Senior Real Estate Law Clerk
WILDEBOER DELLELCE LLP

Case no. 3:

Search Simplified: Jeannette's Secret to Staying in Control

Client Profile

Jeannette is a law clerk in one of the largest full service law firm in southwestern Ontario. They take pride in their client focused approach, expertise in commercial real estate and meticulous attention to detail to reach the best possible outcome for their clients.

Challenge

Before adopting Search Assist, Jeannette found municipal searches to be time-consuming, frustrating, and unpredictable—especially when working outside familiar jurisdictions. Coordinating with multiple municipalities, tracking fees, mailing cheques, and following up on timelines often took weeks. The manual nature of the process added stress to already busy workflows and made planning difficult. Even small errors or delays could disrupt file preparation and closing timelines.

Solution

Search Assist centralized and simplified the entire search process. Jeannette appreciated the intuitive interface, where search types and fees were clearly listed, and the ability to track statuses in one portal. The platform transformed a chaotic, multi-step task into a streamlined process. Requests that once took weeks were now completed in days, and all documents were easily accessible in one place.

Results

- Faster turnaround times and improved transparency
- Greater control and confidence in managing files
- Reduced stress and improved focus on higher-priority legal work
- Trusted support from FCT's knowledgeable team

"Search Assist has become a game-changer in how I manage search orders. The convenience of having everything centralized, the quick turnaround, and the support from the FCT team have made a stressful, manual process incredibly easy. I feel more in control of my files and more confident in the service I deliver to my lawyer and our clients."

Honestly, if Search Assist were to go away—I'd be lost. I recommend it to anyone who wants to streamline their workflow and take some pressure off their plate."

Jeannette McLachlan

Law Clerk
Lerners LLP

Case no. 4:

A Legal Team's Journey to Efficiency

Client Profile

A seasoned team in an established full-service firm in southwest Ontario, Tyler and Elizabeth are focused on high-profile commercial real estate transactions. They recently closed the acquisition of a portfolio of apartment buildings for a client at a purchase price of \$190M.

Challenge

The team faced a burdensome and error-prone process for ordering off-title searches. Clerks had to locate municipal contacts, confirm fees, coordinate with accounting for payments, and send cheques or letters by courier. This was especially difficult when working in unfamiliar municipalities, where incorrect fees or missing forms could stall entire transactions. The inefficiencies impacted not only clerks but also accounting teams and clients—creating stress and delays during critical closing periods.

Solution

Search Assist replaced the fragmented manual process with a centralized, user-friendly platform. Elizabeth and her colleague quickly mastered the system and new team members have since adopted it with minimal training. The platform allows the team to submit requests and rely on FCT's proactive support to flag issues like excessive roll numbers or missing fees. The service has proven especially valuable in high-volume or last-minute transactions, such as condo developments and share purchase agreements.

Results

- Significant time savings and improved productivity
- Reliable turnaround for urgent and complex transactions
- Reduced administrative burden across departments
- Enhanced confidence and control during closings

"Search Assist has become like a teammate in our office—it takes the weight off our shoulders and helps us meet tight deadlines without worry. From small tasks to managing complex search needs across Ontario, the service saves time, avoids delays, and makes our work more efficient. The support team truly cares and is always there when we need them.

We can't imagine going back to the old way of doing things."

Elizabeth S. Vogel

Law Clerk | Cohen Highley LLP

Tyler Hortie

Partner | Cohen Highley LLP

Case no. 5:

How Search Assist Created Smooth Closings for Michele

Client Profile

Michele is a seasoned commercial real estate law clerk in a full service legal firm located the Greater Toronto Area, providing expert legal solutions in corporate law, real estate, litigation, and more.

Challenge

Ordering off-title searches was a tedious and inefficient process. Michele and her team spent valuable hours confirming addresses, calculating fees, coordinating payments, and figuring out where to send cheques. These administrative tasks often pulled focus away from more meaningful legal work and created unnecessary stress during busy periods.

Solution

Search Assist transformed the workflow with a single, streamlined request. The platform eliminated manual coordination and logistical guesswork, allowing Michele to submit requests quickly and receive reliable results without follow-up. With FCT's onboarding support and intuitive design, the team adopted the system effortlessly. Michele now uses Search Assist six to seven times a day as a core part of her workflow.

Results

- Significant time savings across daily tasks
- Reliable support for follow-ups like verbal tax quotes
- Increased productivity and focus on legal work
- Firm-wide adoption and advocacy for the platform

"Search Assist is hands down the best thing to happen to title insurance. It's fast, easy, and takes a major weight off our shoulders. I use it multiple times a day, and it saves our team so much time that we can focus on more important work. The support from FCT is incredible—friendly, knowledgeable, and lightning fast. I trust them completely, and that makes me more confident in how I serve my clients. Honestly, I don't know what I'd do without it."

If FCT took Search Assist away tomorrow... I'd take a vacation. That's how much we rely on it."

Michele Da Costa

Commercial Real Estate Clerk

KMB Law

Case no. 6:

Cathy's Story: Maximizing Efficiency with FCT Search Assist

Client Profile

Cathy is a senior law clerk at a mid-sized Ontario firm, specializing in commercial real estate.

Challenge

Cathy was the only clerk handling commercial files during a busy period. Off-title searches were a major bottleneck, especially for rural properties. Tracking departments, confirming fees, and constant follow-ups created stress and diverted attention from client work.

Solution

The firm adopted Search Assist to automate and centralize the search process. Cathy could submit requests with minimal effort, and FCT handled the rest, including follow-ups and fee confirmations.

Results

- Significant time savings during peak workload
- Reduced stress and improved focus on billable work.
- Seamless integration into daily workflow

"FCT Search Assist has become an essential part of our workflow. It saves us time, reduces stress, and allows us to focus on the critical aspects of each file. With Search Assist, it's like having a dedicated team member handling all our searches."

The service is reliable, the platform is easy to use, and the support is always there when we need it. I honestly can't imagine going back to the way we did things before."

Cathy Black

Senior Commercial Real Estate Law Clerk
SmithValeriotte Law Firm LLP

FCT Search Assist™

Your day, simplified.

We're more than a policy

We're your ally in real estate transactions, empowering you to work smarter, close faster, and protect your clients with confidence.

Learn more and book a demo at **fct.ca/search-assist**.



1.800.307.0370



[FCT.ca](https://fct.ca)



The search results are provided "as is" and "as available" and **First Canadian Title Company Limited** makes no guarantees, warranties, representations or conditions, express or implied, including with respect to merchantability, quality, or fitness for a particular purpose with respect to the FCT Search Assist services. All risk as to the results and performance of FCT Search Assist is assumed by the law/notary firm requesting the services. FCT's service level obligations include using commercially reasonable efforts to follow up with governmental authorities starting at 5 business days before the requisition due date with additional follow-ups occurring until all responses are received. FCT is not responsible for searches not received prior to the requisition date or the closing date. Services by **First Canadian Title Company Limited**. The services company does not provide insurance products. Some products/services may vary by province. Prices and products/services offered are subject to change without notice.