

Top 3 Complaints From REALTORS When Dealing With A Title Company

Real estate agents are in many ways the backbone of a title company.

They are the biggest source of business, and they should be treated as such.

What are the most common complaints by REAL ESTATE AGENTS when dealing with a title company?



Too Slow To Return Calls

Real Estate Agents work early in the mornings, late in the evening, on weekends, and every other time in between. Answering questions timely when Real Estate Agents have questions or need assistance is not optional.

Why is it acceptable for title companies to be available only 9:00 to 5:00?

We changed that.

Phone Calls Not Returned

Title companies often get so busy that a note to call a Real Estate Agent back gets misplaced or is ignored for a time. This is a mistake that should never be made under any circumstances, especially when while there an issue to resolve or when closing day is near.

When you call us you will reach our title pro/closer DIRECTLY.

The Wrong Person Calls Back

When a REAL ESTATE AGENT asks for an Escrow Officer to call them back, that's who they want to talk to. And they get frustrated if they have to wait several hours for a callback, only to hear an Escrow Assistant or some other staff member of a title company is on the other end of the phone.

With My Title Pro FL you will always speak with the Escrow Officer.



There's a human
being available at 8:59
AM or 5:01 PM or on
Saturday...

You get the picture.

And if your title pro/closer
happens to be on the other
line, you will be called
back even if you don't
have time
to leave a VM.

And you always be
provided with a CELL
PHONE NUMBER so you
can TEXT if you prefer.

Your call will never be
ignored and your
messages will not be
misplaced by a third
person.

It is our strict policy to get
back to you just as soon as
humanly possible.

The Escrow Officer is your
main point of contact from
file opening to the closing
table, and beyond.

We do not operate as an
assembly line. Your main
contact is the same
individual at every stage of
the process.

This ensures complete
familiarity of the
intricacies of the deal and
the absolute best person to
answer your questions and
address your concerns
every time.

*During the boom before the 2008 crisis,
I did not have lunch for weeks on end.*

*I wasn't just skipping lunch.
I did not take time to eat a meal at my desk if
this would take away from serving the needs of my CUSTOMERS.*

*As a dedicated professional I believed that no matter how busy I was,
my CUSTOMERS and especially REAL ESTATE AGENTS,
were a top priority.*

**I was just an employee then.
Can you imagine my dedication, as CEO today?**

