

### *How do I obtain a quote?*

- a. Log on to our web portal and begin with a zip code, pull our guaranteed quote.
- b. If you do not have a log in, email Toni@AdvantageTitleLLC.net to obtain credentials
- c. If you obtain a lower quote, tell us. We will meet or beat that quote.

### *Where do we send loan packages?*

- a. Email your loan instructions or package and all CD requests to Closing2@AdvantageTitleLLC.net

### *How do I obtain a deed?*

- a. Email all requests for vesting changes to Subordinations@AdvantageTitleLLC.net
- b. Minimum requirements for a deed request:
  - i. Copy of valid government ID for all parties involved
  - ii. Marital status for all parties
  - iii. Additional information may be requested based on reason and title review.

### *How do I send a title order?*

- a. Email direct to Orders@AdvantageTitleLLC.net
- b. On a purchase order, a copy of the contract is required to place/confirm the order.
- c. You may also enter your order online using our web portal for your convenience.

### *How do I request a subordination?*

- a. Email your request to Subordinations@AdvantageTitleLLC.net
- b. Please include the:
  - i. Name and contact information for the subordinating lender
  - ii. Copy of the credit report
  - iii. Borrower's Authorization
  - iv. Other items may be requested based on the subordinating lender specific requirements.

### *How do I schedule a loan and how do I know if an attorney or notary is needed?*

- a. Email your request to Scheduling@AdvantageTitleLLC.net. We will advise you if an attorney is required for the property location state and assign accordingly.
- b. Our notary or attorney will travel to your borrower's closing location choice.

### *How do I request a loan amount change or request additional updated documents?*

- a. Email your change or document change request to Title@AdvantageTitleLLC.net

### *How long before my title package is ready?*

- a. This varies by state. However, in general expect a return in 72 business hours

### *My loan is funding, how do I find out if it did?*

- a. Email Funding@AdvantageTitleLLC.net and they will advise you when funded.

### *Who can help with training?*

- a. For a quick webinar or new user setup contact Toni Shepherd at 704-231-0176.

### *Something has gone wrong! Who do I Call?*

We hope this never happens, however, life is not perfect, so if something goes wrong, please call our office at 855-888-2643, or after hours at 228-216-4315 and ask for a manager. Or you may escalate to our Client Relations Manager, Toni Shepherd at 704-231-0176.