

### ***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 [Kristie@AdvantageTitleLLC.net](mailto:Kristie@AdvantageTitleLLC.net) to obtain credentials
- c. If you obtain a lower quote, tell us. We will meet or beat that quote.

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

- a. Email direct to [TXTitle@AdvantageTitleLLC.net](mailto:TXTitle@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 long before my Title Package is ready?***

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

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

- a. Email all requests for vesting changes to [TXTitle@AdvantageTitleLLC.Net](mailto:TXTitle@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 request a subordination?***

- a. Email your request to [TXTitle@AdvantageTitleLLC.Net](mailto:TXTitle@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. Loan Application
- c. Other items may be requested based on the subordinating lender specific requirements.

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

- a. Email your change or document change request to [TXTitle@AdvantageTitleLLC.net](mailto:TXTitle@AdvantageTitleLLC.net)

### ***How do I schedule a loan and how do I know if the borrower must sign at a title co or at their home?***

- a. Email your request to [TXClosing@AdvantageTitleLLC.Net](mailto:TXClosing@AdvantageTitleLLC.Net).
- b. TDI requires all Texas Home Equity loans sign at a title co or attorney's office.
- c. Our notary will travel to your borrower's closing location choice for all other loan types.

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

- a. Email [TXFunding@AdvantageTitleLLC.net](mailto:TXFunding@AdvantageTitleLLC.net) and they will advise you when funded.

### ***Who can help with set up and training to use our webportal?***

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

### ***Who can help with training for new loan processors or loan officers on basic title review and closing procedures?***

- a. For a quick webinar contact Toni Shepherd at 704-231-0176. We have specialized training for loan staff on how to interpret title and closing issues.

## ***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)639-7299, or after hours at (214)250-1263 and ask for a manager. Or you may escalate to the VP of Operations, Kristie Barrett, at (214)783-8640.