

## What Tony Barker Expects from a Title Company.

1. Be proactive and intentional!
2. Be a problem solver! (not an ignorer or blamer).
3. Ask for help from me, as needed, when my client is not responding appropriately.
4. Treat all parties honestly!
5. Communicate openly and frequently (Weekly/Daily as needed)!
6. Stay the center (Hub) of communication.
7. Always ensure we keep a win/win relationship!
8. Respect my clients time, needs, and finances!
9. Represent all parties best interest!
10. Stay focused on satisfying my clients' needs!
11. Help relieve me from the details of closing the transaction!
12. Admit and correct mistakes or misstatements.
13. Not to disclose any confidential to the other parties.
14. Stay on top of title, survey, payoff, mortgage and Realtors through-out the process.
15. Schedule and coordinate the closing date and time.
16. Help prepare my clients for closing.
17. Stay high minded through-out the process.
18. Respond to and resolve all issues quickly and timely!
19. Follow up with all parties to assure they complete their task as agreed!
20. Email follow-ups with each verbal communication
21. Provide post-closing information, consulting services, and assist with all title needs!