



First American
Title Insurance Company
 HOMEBUILDER SERVICES

Escrow No. _____
 Property: _____
 Escrow Officer: _____

Customer Satisfaction Survey

Dear _____

First American's Homebuilder Services Division is pleased to have been part of your recent real estate transaction and thank you for the opportunity to provide your title and escrow services.

In our continuing efforts to improve the new home closing experience, we ask you to complete the survey below to help us assess the quality of our service. Your recent experience affords you a unique perspective to help us improve by taking the time to complete the survey below. We value your input and gratefully ask for your candid response. Your answers will help us evaluate the quality of our service, make needed changes and recognize employee excellence.

We look forward to your comments, appreciate your business, and look forward to working with you again!

If you would like to contact us directly, please call (877) 624-0403 or by email SoCalHomebuilder@firstam.com with any immediate concerns.

Sincerely,

Ruben Castro - Vice President - Southern California Regional Director

Your Escrow Team responded to calls or emails promptly	Quick Responses				Slow Responses			
	5	4	3	2	1	0	N/A	
Your Escrow Team treated you in a respectful manner	Respectful				Disrespectful			
	5	4	3	2	1	0	N/A	
Your Escrow Team communicated with you throughout the closing process	Well Informed				Poorly Informed			
	5	4	3	2	1	0	N/A	
Your Signing Appointment with your Escrow Team was a positive and comfortable experience	Positive Experience				Negative Experience			
	5	4	3	2	1	0	N/A	
Were your questions regarding the escrow process explained in a thorough manner?	Very Thorough				Not Thorough at all			
	5	4	3	2	1	0	N/A	

Would you recommend First American Title to others? **Yes** **No**

Could we have done anything to serve you better? Was there anyone that was particularly helpful and how? Tell us what you really think:

It was a Pleasure serving you!

Please Detach and Return Survey Portion Only
 Or, visit www.FALsystems.com/sca to enter your feedback online. Entry Code: _____

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 Santa Ana, CA 92707