

# **Morris | Hardwick | Schneider**

## **BASICS**

**Treat Everyone with Courtesy and Respect**

**Demonstrate Professionalism and a Positive Attitude**

**Reflect the Attitude that the Client is Always right**

**Return all Phone Calls within 2 hours**

**Meet all Promised Deadlines**

**Always Thank Clients for their Business**

**In every transaction, our job is to Close the Loan, Sell our Client, and Sell our Firm**

**Go the “Extra Mile” to close a transaction.**

**Communicate with Clients and Borrowers and address potential problems prior to closing**

**Within 4 hours of receiving the Closing Instructions, complete and fax or email the settlement statement to all concerned parties**

**Within 72 hours of receipt of Title Order complete the Title Examination**

**Within 24 hours of receipt of Title Exam complete the Title Commitment**

**Follow the Good Faith Estimate**

**Start Closings on Time**