

Business Hours: 8:00am – 5:30pm, Monday – Friday.

Please send all Orders and Revision Requests to [orders@barristerstitle.com](mailto:orders@barristerstitle.com) and all Prior Policy Requests to [priors@barristerstitle.com](mailto:priors@barristerstitle.com).



**BARRISTERS TITLE**  
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A Division of Fidelity National Title

**RATES**

**RESOURCES**

**OUR TEAM**

**“THE QUILL”**

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# The Quill – February 2020



## THE QUILL TIP:

### Tips for Ordering: Help Us to Help You

This month, we wanted to spend a few minutes talking about submitting Orders. When you send us an Order, it goes into a Community In-Box shared by our Operations Staff. That e-mail address is [orders@barristerstitle.com](mailto:orders@barristerstitle.com). The Underwriting Staff pulls Orders on a first-come/first-served basis. At certain times of the day that In-Box may be mostly empty, which allows us to take a breather or focus on issuing policies. Fridays seem to be slower than other days for us, likely because all of you are busy doing closings and recording documents. Other times, that In-Box is stuffed to the gills. It's not uncommon for us to have work waiting for us in the

morning. Noon also seems to be a time when we receive more work, whatever the reason.

As stated above, we handle those things on a first-come/first-served basis. This is where you come in. If you need us to move something out of the ordinary queue, it helps for you to tell us that upfront. Telling us that something is a “rush” is helpful, but what we have found is that the word “rush” means different things to different people. To some people, “Rush” means, you know, “LIKE RIGHT NOW PLEASE!!!” For other people, believe it or not, “Rush” means “get it to me sometime in the next 24 hours. More helpful language is: “Can you get it back to me by 1:00pm.” or “I need this back by the end of the day.” or “Can you move this one to the front of the line for me, pretty please?” So, help us to help you. We are all part of one Team, you and us, and like all great relationships, communication is key.

Our Customer Care Team (which processes requests for prior policies) are also looking at the same In-Box, however, they also have another one that they focus on solely called, [priors@barristerstitle.com](mailto:priors@barristerstitle.com). They will see the request if you send it to either in-box, but the [priors@barristerstitle.com](mailto:priors@barristerstitle.com) In-Box is the better one to use as it keeps the traffic in the primary In-Box to a minimum. When sending requests for Prior Policies, give us as much information as possible. The more information we have, the better our odds of finding a policy that relates to the subject property. The name of the insured, the address, the lot, block and subdivision name (or acreage if it is a metes and bounds description), the Map Book and Page are all great data points for us to have up front.

Some of our customers have asked us if they can submit their Final Opinions to us electronically and send the check to us separately. The answer is yes. Customer Service matters to us. We want to use whatever medium is best for you. If you prefer electronic data submission, that works for us. Again. . .communication is the key.

If your Order involves Commercial property or a Commercial loan, put the word “Commercial” in the subject line of your e-mail. That way, our Commercial Team knows to pull it from the In-Box.

If there are ways that we can service your Team better, please let us know. We love Feedback of any sort.

sb

Happy Valentine's Day



## Newborn Spotting!

I spy a little cutie sporting the Barristers 'I drink until I pass out' onesie. Meet William 'Tucker' Miller, son of Chris Miller of Hunter & Chandler. Thanks for sharing your little one with us!



## March Madness!

### Who's Ready???

Selection Sunday is on 3/15 and Barristers Bracket Challenge is back!  
Make sure to check your email for your bracket that following Monday!

Filling out an NCAA  
bracket for my office  
pool is the most  
work I've done  
since last  
March.



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