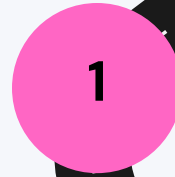




# Customer Experience

## Roadmap to closing

### Congratulations! New Title Order



### Sales Team

A member of our Sales team will be in touch for any additional information needed to begin a file for closing. Expect communication from Beth, Kim, Samantha, Joy, or Dustin.

### Title Clearing

A member of our Title Clearing team will be in touch for additional documents or information needed to ensure title is free and clear of any liens or judgements. Expect communication from Missy, Brenda, Andrea, or Jamie.



### Ensuring Clear Title

### Property in an HOA? Surveyor Location Report Needed?



### HOA & Survey Specialist

A member of our HOA team will be in touch for any information needed and collect any upfront payments for properties in an HOA. If a surveyor location report is needed as part of the PA, the SLR will be emailed once received from the surveyor. Expect communication from our HOA & survey specialist, Deanna.

### Processing

A member of our Processing team will be in touch for any additional information needed for balancing and preparing the settlement statement. Expect communication from Tracy, Amy, or Lisa.



### Numbers & Money

### Ready for signing!



### Closing

A member of your closing team will be in touch for any outstanding information needed to finalize preparations for closing. Your closing coordinator will schedule your closing appointment\*.

\*It is crucial to arrive at your scheduled appointment time so as to not delay signing, funding and disbursements.

# Customer Experience

## Contacts & Fraud Prevention



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Text Abby Abstract  
317-747-3304



Receive emails when documents are available

*We look forward to closing with you!*

#### Corporate Office: Danville

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317-745-4300 | [danville@abstract-title.com](mailto:danville@abstract-title.com)  
Closer: Kandace Ware

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Closer: Neelie Gregory

#### Brownsburg

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Closer: Amanda Patton

#### Commercial Team

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Closer: Lisa Furlong

#### Sales Team

317-282-7739 | [sales@abstract-title.com](mailto:sales@abstract-title.com)  
Beth Ford, Kim Theiss, Samantha Cooper, Dustin Demers, Joy Henley

*All people.*  
**ALWAYS.**

