

#13 Connect

Elite Club #37 September 2018

Get More Reach150 Recommendations... Automatically!

Did you know that FNF Operations utilizing Campus can send out a closed escrow survey to their clients? Did you know that these surveys are sent automatically as soon as a transaction is marked closed in the production system? Did you know that Campus has taken this one step further, and can request recommendations for Reach 150 directly through the closed escrow survey?

The integration of these two systems have taken the effort off the escrow and sales staff, and made it incredibly easy to receive more recommendations to build up your online reputation. If your operation is using the closed escrow survey piece of Campus, we can request permission to publish recommendations directly to your Reach150 page, automatically. Once a week, these survey results are downloaded from Campus, and uploaded to Reach150!

Below is an example of what a survey looks like when the agent receives it, along with a sample question.

The image shows a survey email on the left and a survey interface on the right. The email is from Chicago Title and asks for feedback on a transaction. The survey interface is titled 'Escrow Satisfaction' and contains a question about communication points during the transaction.

Survey Email Content:

Trever,
We know every transaction is unique and because of this we need your opinion. Help us improve our service by completing the QUICK SURVEY below. We promise not to ask you for any personal information. Thank you, your participation is valuable.

We would appreciate your feedback on the following transaction...

Property Address: 518 Vandenberg Circle Roseville
Order Number: FSJIP-8501602129
Escrow Officer: Schaffert, Michelle

Give Feedback CHICAGO TITLE

Sincerely,
Will Sayre
County Manager

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NOTICE: The information contained in this message is proprietary and/or confidential and may be privileged. If you are not the intended recipient of this communication, you are hereby notified to: (i) delete the message and all copies; (ii) do not disclose, distribute or use the message in any way; and (iii) notify the sender immediately.

Survey Interface Content:

CHICAGO TITLE

Escrow Satisfaction

Communication

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2. Did you receive communication at the following points in your transaction?

	Yes	No	Not Sure
Transaction was setup / opened	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Earnest money receipt / notification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Loan documents arrived	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your client's signing was scheduled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your client's signing was completed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transaction was recorded and closed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Powered by SurveyMonkey
See how easy it is to create a survey

Additionally, below is an example of what a returned survey result looks like to users in Campus. Once this is downloaded by the Campus team, it is uploaded to Reach150 and published (once approved by compliance) to the user's Reach150 page!

Q3: Would you write a Reach150 recommendation for your Escrow Officer?

May we publish this recommendation? By agreeing to publish you agree to our [Terms of Service](#).

Kirsten Thomas was awesome. Fun to work with. Great person! Made every process easy. Great communicator! Can't wait to close another escrow with her on board.

Reach150 Sign Up Sign In

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CONNECTING PROFESSIONALS TO SOLUTIONS

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CONNECT

FNTG CONNECT TEAM IS A DIVISION OF FIDELITY NATIONAL TITLE GROUP 500

Contact Refer a friend Recommend

Recommendations 11

Jeff Lee Dec 20, 2017
AVP Sales Executive
Jordan is one of my favorite people ;)...Communicative, Efficient and a Great Sense of Humor!

Beth Lin Johnson - Fidelity National Title - CO Oct 24, 2017
Director of Marketing
I have only worked with Jordan a short period of time. She is very responsive, detail oriented and a joy to work with! She is replacing an amazing ITS representative, someone very hard to replace and has really accepted the challenge! Thanks Jordan, we appreciate you!

Jordan Ehle
Assistant Vice President
FNTG Connect Team

Jordan is an experienced Operations Assistant with a demonstrated history of working in the real estate industry. Since graduating from the University of Kansas, she has had the opportunity to work in and understand the many facets of a large organization. Jordan has an understanding of the

[Read More](#)

For additional information related to Campus, Closed Escrow Surveys, or Reach150, please contact your FNTG Connect Team Representative or contact fntgconnect@fnf.com! Jordan is one of my favorite people ;)...Communicative, Efficient and a Great Sense of Humor!

Update for Inquisio:

Due to recent data privacy regulations, Inquisio has elected to temporarily halt data transmission requests to our users. Inquisio is actively working through a plan to prorate and refund any remaining balances. Users will be notified once their account has been credited.

Inquisio has been turned off in FNTG Connect, so you will not be able to make any referrals through the system.