



**CLIENT SATISFACTION SURVEY**

We are delighted to have the opportunity to work with you on your transaction. Pratt Aycock & Texas Title are dedicated to providing superior customer service. I have provided this Client-Satisfaction Survey to help us understand what we did that you appreciated as well as any improvements we can make on your next transaction. Should you need to discuss anything further, please do not hesitate to contact us at any time. It is genuinely our pleasure to be of service to you.

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***[THIS PORTION IS FOR OFFICE USE]***

***Client Name:***

***Client Email:***

***Closing Location:***

***GF#:***

***Who handled the file?***

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- 1. Have you closed other transactions with Pratt Aycock before, or was this your first transaction?**
  
  
  
  
  
  
  
  
  
  
  - 2. Would you close with us again?**

**For Questions 3-7**

**Please rate our service on a scale from one to 10. Ten is excellent (we far exceeded your expectations); 5 is average (service was adequate, but not distinguished); and 1 is poor (service was far below your minimum standards). If you would like to leave additional feedback, please do so in the comments section below each question.**

**3. Leading Up to Closing:**

**4. Closing Day (please skip this question if you closed at a remote location):**

[Please consider the following – Was the reception area clean and inviting? Were you greeted promptly by the receptionist and offered a beverage? Was the closing room clean? If you had to wait before closing, were you comfortable?]

**5. Closing:**

[Please consider the following – Were documents presented and explained to your satisfaction? Did closing proceed smoothly and efficiently? If you had any questions or issues in closing, was your escrow officer helpful in explaining and resolving the issues?]

**6. General Communication:**

[Please consider the following – Did you receive a response to phone messages and emails within a reasonable amount of time? For phone correspondence, were you helped by the person with whom you initially spoke (excluding the receptionist), or were you redirected – either to voice mail or another employee? If your correspondence involved a question or concern, did we address it to your satisfaction?]

**7. Overall Experience:**

**8. What did we do well?**

**9. We are always looking to improve. Please provide us with any additional comments on your overall experience so that we can consistently provide you with exceptional service.**



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*Attorney | Escrow Officer*

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