**Script. Non-Directing Agent at time of Sale.**

* “Hi \_\_\_\_\_, This is Kim from Fidelity National Title Group.
* Congratulations on your sale!
* I’m calling on behalf of our Office to welcome you to our escrow. I know you didn’t direct the escrow to our office but it’s my goal that you’ll feel like you did.
* You’ll be receiving an email from our escrow team with your escrow number and some important documentation for your client.
* I also wanted to ask you how what the best way is for me to communicate with you. Do you have an assistant or TC you would like me to copy on emails or call?
* Can you tell me something about your client so I can be better prepared when they come to sign their papers?
* Is there anything else about the transaction you think it’s important I know?
* We look forward to the opportunity to work with you.”

**Script. Non-Directing Agent at Closing**

* “Hi\_\_\_\_\_\_\_, this is Kim from Fidelity National Title Group.
* Congratulations on your closing. We truly enjoyed working with you. How was your experience with our office? Great….Can I send you a link so you can recommend me?
* Are you currently working with a Your Company office? I really enjoyed working with you and would love the opportunity to get your next escrow. Can I have my sales executive contact you to share how we can help you grow your business?