

Ohio Real Title: FAQs

1. Where do I send an order?
 - a. orders@ohiorealtitle.com
2. How do I order a Tax & Legal?
 - a. legals@ohiorealtitle.com
3. What should I expect when I submit an order?
 - a. An order confirmation will be emailed 1-2 business days after submitting an order, which will include your escrow team information and file number
 - b. Your buyer or seller will receive a welcome call from our service department
 - c. Your buyer or seller will receive preclosing forms via email (unless otherwise specified)
 - d. Your buyer or seller will have an option to sign up to SafeWire
 - i. SafeWire is a fully encrypted communication channel between buyers and sellers, real estate agents, and title companies in order to safely complete the closing and ensure funds get to the right place, at the right time. Safe Wire minimizes the risk of funds being diverted by ensuring only authorized parties have access to sensitive information.
4. What most commonly holds up an order from moving forward?
 - a. Incomplete customer contact information (full name, address, email, phone number)
 - b. Clients not returning preclosing forms in a timely manner
5. When should I submit the ABA Disclosure?
 - a. With the submission of the purchase agreement when using Venture Land Title to close a transaction (Ohio Real Title, Lawyers Title of Chardon, Chicago Title of Jefferson County)
 - b. You are responsible for your client's signature
 - c. When both agents are Venture members, or in a Venture office, both members must submit an ABA Disclosure
6. Why isn't my assigned escrow team closing my transaction?
 - a. If two Venture members are on a deal, the selling agent's escrow team standardly closes the order
7. How do I request a seller net sheet?
 - a. Ask your Escrow Officer or Sales Representative; provide the following information:
 - i. Property Address
 - ii. Sales Price
 - iii. Close Date
 - iv. Commission/Brokerage Fee
 - v. Additional credit/debits
 - b. Title Capture, Ohio Real Title's title app
 - i. <https://www.titlecapture.com/app-new/account/app/home?c=ohiorealtitle>



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