



Main Branch
 10305 NW 41st Street, Suite 229
 Doral, Florida 33178
 305-436-0100

CUSTOMER COMPLAINANT FORM (FORM # BRANCH)

COMPLAINANT INFORMATION

Date: [Type here] **Have You Called About This Matter Before?** Yes
 No
If Yes – Form goes to upper management after completion

Call Taken by: [Type here]

Complainant First Name: [Type here]

Complainant Last Name: [Type here]

Subject Property Address: [Type here] **City State** [Type here] **Zip** [Type here]

Complainant Phone Number: [Type here] **Complainant File#:** [Type here]

Complainant Email: [Type here]

Date of Incident: [Type here] **NU World Title Representative at Incident:** [Type here]

NU World Title Manager assigned to investigate: [Type here]

Was Issue Raised at Time of Incident? Yes No

Was Apology Given at Time of Incident? Yes No

COMPLAINT DETAILS

Error on CD/HUD: Lack of Communication by (Realtor): Funding Error/missing:

Unreturned Phone call(s): Lack of Communication by (Nu World Title): Funds disbursed Late:

Other Issue:

Details of Complaint:

Importance: Urgent Important Both

ACTION-TO BE REVIEWED BY NU WORLD TITLE

Has Investigator Discussed Complaint with Representative? Yes No

Is the Complaint Substantiated? Yes No

Date Appropriate Apology Offered to Complainant: Date [Type here]

If Unsubstantiated Date Appropriate Explanation Offered to Complainant: Date [Type here]

RESOLUTION

Further Notes If Needed