



# ***Home-Buying Process***

## ***Customer Service***

# **Home-Buying Process: Customer Service**

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Look for a company whose representatives will answer your questions and handle your claims fairly, efficiently and quickly. You can get an idea of customer service satisfaction by talking to other customers who have worked with a particular company or agent. Make sure the agent will be easy to reach if you have a question or need to file a claim. J.D. Power and Associates publishes materials on homeowners insurance companies. Also, Consumer Reports magazine occasionally publishes information about homeowners insurance.

Shop for your homeowners insurance just as you would for your home loan and your house. This will help you to get the best insurance for your money.

There are several groups that provide valuable information for insurance customers. Nationally, the Insurance Information Institute (I.I.I.) works to improve public understanding of insurance – what it does and how it works. Information is available via the Web at <http://www.iii.org>. At the state level, the New Mexico Insurance Division (NMID) regulates insurance businesses in accordance with the New Mexico Insurance Code. NMID includes several bureaus. Each bureau has a responsibility to the consumer, legislature or insurance industry. To contact the NMID visit <http://www.nmprc.state.nm.us/insurance/inshm.htm>.

## **References:**

Insurance Information Institute. (n.d.). Insurance checklist: A guide for homebuyers [Electronic version]. Retrieved December 1, 2004, 2004 at [http://www.insurance.info/static/img/brochures/homeowners\\_checklist.htm](http://www.insurance.info/static/img/brochures/homeowners_checklist.htm).

New Mexico State University. (2000). New Mexico Climate. When it rains, it pours. [Electronic version]. Retrieved September 15, 2004 at <http://weather.nmsu.edu/News/nmcli1spr00.pdf>.

*This resource is one in a series on the Home-Buying Process which include:*

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### **Financial Readiness**

What Creditors Look For  
Finding Mortgage Money  
Types of Financial Institutions  
Mortgage Options  
Down Payment and Closing Costs  
Pre-Qualification or Pre-Approval

### **Factors to Consider in Housing Selection**

Personal Needs and Wants  
Location  
Type and Style of House  
Type of Construction  
Interior and Exterior Space  
Special Needs  
Building as an Option

### **Locating a House**

Finding the House  
Using Real Estate Professionals  
Buying Direct From Owner

### **The Sales Contract**

Components  
Acceptance

### **Home Inspections**

Reasons for Home Inspections  
Locating an Inspector  
What Inspections Include  
Limits of Liability

### **The Mortgage Process**

Loan Application Process  
Approval or Rejection  
The Mortgage Payment

### **Purchasing Homeowners Insurance**

Before You Start Looking for a Home  
Stability of the Insurance Company  
Costs and Coverage  
Customer Service

### **Warranties**

### **The Closing**

Preparation for Closing  
Final Walk Through  
Closing Day Procedures

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