

Need to make a request or report an incident?
Contact the Customer Care Center (CCC) technicians 24/7 to get assistance.

Incident

Report urgent issues:
unplanned disruption affecting many users.

Request

Ask for non-urgent service:
software or items; account requests.

Email

customer@stewart.com for all non-urgent issues
(e.g., error messages, account change requests)

Include:

- A description of your issue or what you need.
- Any error information details or screenshots.
- Any troubleshooting you have already done.
- Best time and method to contact you.

Process:

- Emails are routed to the appropriate group within two hours.
- You will receive an email confirmation with your ticket number shortly after your email is received.
- If you send an email about an urgent item, follow up with a phone call to the Customer Care Center; reference your ticket number.

Call

For urgent issues
(e.g., work stoppages, escalations, issues impacting a closing, account resets)

- Toll Free – (877) 800-3132

Phone Menu Options

(Note these options are subject to change upon business needs.)

- 1 For CFPB/TRID, AIM+®, TitleWorkPlace™ and Orders Gateway™
- 2 For SureClose®
- 4 For plant services, including ATS® and Stewart Access™
- 5 For all system access issues (password resets, account lockouts, etc.)
- 8 For eSecureFile™, Government Services and eTitleSearch®
- 0 For all other issues

EXTERNAL USE ONLY

Accessing
the Customer
Care Center

Escalate

If you previously called, and the issue has not been resolved based on the ticket prioritization:

- Contact the CCC via phone.
- Press 0, and ask to have the issue escalated, or if necessary, to speak to a supervisor.

Ticket Process

Open a ticket by sending an email.

- Email customer@stewart.com for non-urgent, non-work stoppage issues. For urgent issues, follow up with a phone call; reference the incident number from the email.

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