

## Notaries – Quality and Quantity

We utilize National Notary Association (NNA) certified notary signing agents (NSA's) with current credentials and background checks. Our database is 70,000+ nationwide with over 1,500 identified as preferred or approved. We personally phone vet all notaries before giving them any assignments for credentials, experience, professionalism and demeanor. We cover all 50 states including DC and attorney states. We secure notaries in hard-to-find areas for our clients when other vendors cannot. Notaries constantly seek us out to work for us. We pay ON TIME (2x / month), faster than any other signing agency. This earns us loyalty from our notary database.

## Easy and Secure Order Processing Flow

Our order processing software integrates with Qualia / ResWare, SoftPro, RamQuest and many others via Notary Loop creating ease of use, simplified order placement and increased security. For those clients utilizing their own proprietary systems, we can develop a process around their needs directly through our order management platform.

## Best in Class Support

We are known for our availability and quick responses. Our order support team is available from 7am ET to 10pm ET, 15+ hours/days plus weekends. With several of our national client partners we have moved up to be one of their preferred and highest volume vendors based on our service levels to their team. Our internal document review team reviews the scan backs looking to catch corrections needed by the notary before the docs are returned to you, helping to reduce deficiencies and funding delays. We are not just a vendor; we are your partner in getting results.

## High Performance Standards

In one national vendor marketplace (Qualia) we have a 4.9 out of 5 rating, 98% approval on surveys from hundreds of title clients. With 2 national title partners: we moved from on-boarding to number 1 vendor out of their 8 national vendors in a 6-month period. Reason = Lowest error %, best SLA % compliance, best service and quickest response time. We are not perfect, but we will take care of you and your client.

## SLA's:

We work with our clients to achieve their Service Level Agreements at a high level. Including, order acknowledgement and notary assignment in a 2-hour or less window; order completion reports and scan backs in a 2-hour window after the signing. Rural areas may affect the timing on the return of scan backs.

## Best Risk Coverage

We have extensive coverage for the best protection that a notary signing agency can provide to you: E&O - \$2M (also overlays our notary contractors); Cyber - \$2M; Fraud / Crime - \$1M.

## All Signing Types

We perform mobile notary in person, Hybrid, IPEN and RON for all types of signings. We are a total solutions provider – One Stop Shop, not just a SaaS tech platform.