

## NOTARY REVIEWS SUGGESTED GUIDELINE WHEN RATING A SIGNING COMPANY

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### **NO STARS:**

- No payment received, invoice over 120+ days, ignores emails and phone call, started collection proceedings, small claims court
  - Overly large package, closing coordinator misinformed NSA, and/or will not pay extra
  - Closing unexpectedly cancelled with no explanation or reason as to why, no notary instructions
  - After accepting a closing, NSA inquired about payment policy or bad reviews, then were removed from closing immediately thereafter, fishing for cheaper NSAs, asked to go back out and get docs resigned at your own expense or asked you to backdate notarial certificates
  - Closing documents were incorrect, no show/no sign, signers were rude, yelling, signing service no help will not recommend working for
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### **★ STAR:**

- Slow/low pay, invoice over 90+ days, ignores emails and phone calls
  - Overly large packages, closing coordinator misinformed NSA, no fee given for no sign/no shows or no additional fees given for NSA extra work performed
  - Closing rescheduled multiple times, staff unprofessional, giving NSA runaround, no email closing confirmation given, signing company provided wrong contact info, unable to reach signers and signing company no help
  - Signing company arguing with NSA, exaggerated hand-holding, no contact info given to NSA and told to just show up, documents had errors, NSA blamed for an alleged error with no proof, docked fees with no cause,, given an error score or demerit for no fault of NSA.
  - Disrespected by owner or staff
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### **★★ STARS:**

- Slow/low pay, invoice over 60+ days, seldom returns emails or phone calls
  - Packages are never as expected, closing rescheduled multiple times, docs arrived an hour or less before closing, mistakes or missing docs, notary instructions not included, clear or confusing
  - Closing order changed/wrong address/phone, Doc spelling errors/redraw
  - Non-negotiable for extra fees for mileage or unexpected package size
  - Staff unprofessional or major closing issues, will not recommend working for
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★★★ STARS:

- Low Pay but payment received at net 45 days, returned emails or phone calls
  - NSA must haggle for extra fees for unexpected mileage or package size or other issues involved
  - Packages reasonable or as expected in accordance to closing, clear notary instructions, docs arrived w/in two hours of closing, no mistakes on documents
  - Staff professional, some hand holding but tolerable
  - Will recommend and probably work for again
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★★★★ STARS:

- Payment received 15 days after closing, paid as agreed, no deduction in fees
  - Package was near perfect, no issues downloading, received w/in a reasonable time prior to closing
  - Will bump up fee automatically for unexpected issues, clear notary instructions, no issues with docs
  - No hand holding, no issues at closing.
  - Staff is PROFESSIONAL would recommend and work for again
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★★★★★ STARS:

- Payment received 5 to 7 days after closing no deduction in fees
- Package was small, no issues downloading received w/in a reasonable time prior to closing.
- Will bump up fee automatically for unexpected issue, clear notary instructions, no issues with docs
- Extremely quick and smooth closing, no hand holding or closing issues at all
- Staff EXCEPTIONAL, would recommend and work for again!

**HERE'S AN EXAMPLE:**

★★★★★ : XYZ signing company paid my fee \$XXX; received docs day before and downloaded no issue; package size 100 for refi, very smooth closing. Received payment 5 days after closing. Would recommend and work for again!