



The Signature Xcel Difference National Notary Signing Services

-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 2,000 identified as preferred or approved. We personally phone vet all notaries for credentials, experience, professionalism and demeanor before giving them any assignments. We cover all 50 states including attorney states. We secure notaries in hard-to-find areas 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 tremendous 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. We can develop a process for your proprietary system 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 their #1 preferred and highest volume vendor 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 the Qualia national vendor marketplace, we have a 4.9 out of 5 rating, 98% approval on thousands of surveys from hundreds of title clients. With 2 national title partners: we moved from on-boarding to being their #1 vendor out of 8 in less than 6 months. Reason = Lowest error %, best SLA % compliance, best service and quickest response time. We will always 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.

-Risk Coverage: We have more extensive coverage than most other notary signing agencies 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.

-Exclusive Honors: We are the only national notary signing agency to ever win the prestigious **BBB Torch Award for Ethics**. We are only signing agency to ever earn the designation as an **American Land Title Association's** -

ALTA Elite Provider. The stringent requirements include: complete company overview, be interviewed by a 12-member panel of judges, submit 5 years of financials and 10 client references.

