

# Nationwide Signing Services Inc.

## Signing Agent Code of Conduct, Ethical Commitment, Financial Responsibility & Standards of Excellence Pledge

I, \_\_\_\_\_ (Printed Name), have read and signed the Signing Professionals Workgroup document titled Certified Signing Specialist Code of Conduct, October 14, 2013 (CSSCoC), provided by the National Notary Association's Signing Agent™ certification process. Further, I understand the guidelines and agreements within the CSSCoC, in addition to the conditions listed below, if not adhered to, will directly affect consideration for future subcontractor assignment.

In addition to, or in reiteration of, the CSSCoC specifications, the following principles shall be embraced and complied with:

- Annual background screening and certification.
- Knowledge of and up-to-date training concerning CFPB Compliance, including but not limited to secure management and protection of Non-Public Information, Loan and Escrow Documents and the laws governed by the state in which the Notarial Commission has been issued.
- Professionalism and acumen in presentation, communication and dependability including:
  - Punctuality and preparation including both signing appointments as well as completed document delivery and/or shipping.
  - Respectable discourse including pleasant demeanor, tactful conversation and avoidance in the use of expletives.
  - Polished attire in which excludes flip-flops, jeans, caps, T-shirts, sweats, hoodies, clothing with sports team logos, as well as clothing that is revealing, ill-fitting, torn, wrinkled or dirty.
  - Agreeable aroma.
    - This is the most common complaint about the professionalism of signing agents. If you smoke, please be aware that others can be sensitive to the accompanying scent.
- Signing Agents must not offer advice concerning the documents they are presenting. Any question levied that could be considered “over and above” the explanation of the documents should be directed to the appropriate Escrow Officer or the Title Agency or Company’s personnel.
- Signing Agents must keep all relative information confidential and all documents must maintain a secured chain of custody, as described by the CFPB.
- Signing Agents must not solicit business or conduct marketing of any kind, for personal gain or otherwise, beforehand, during or subsequent to the signing appointment to any party of the transaction.
- Signing Agents are strictly prohibited from the use of drugs or alcohol or the carrying of firearms or other weapons.

- Signing Agents, as a subcontractor providing services in which are representative of Nationwide Signing Services, Inc., commit to the completion of an assignment, including completed document delivery in a timely manner. The Signing Agent is responsible for correcting, at his/her own expense, any notarized, executed, or initialed documents which are determined by Nationwide Signing Services, Inc. to be incomplete or unsatisfactory. If alternative means are necessary in order to correct said documents, the Signing Agent's compensation may be reduced equivalent to the ancillary expense Nationwide Signing Services Inc. incurs.

### **Standards of Excellence Pledge**

- ✓ Timeliness
- ✓ Be courteous
- ✓ Dress and act professional
- ✓ Present exceptional signing etiquette and manners
- ✓ Always confirm the signing date, time, and location
- ✓ Call signer in advance if you are running late to an appointment
- ✓ Review all notes for each order from Nationwide Signing Services
- ✓ Check documents for common printing errors/smudges/toner lines/scanning issues before appointment
- ✓ Guide the signer through the closing documents and do not explain in detail
- ✓ Fix notary errors immediately when notified
- ✓ Check for proper signature/initials/dates for every page
- ✓ Check each document and page for mistakes/errors/omissions by all parties
- ✓ Double check set of signed loan documents for errors and omissions before leaving each appointment
- ✓ Represent NSS and our clients with reliability/competence/dedication/professionalism
- ✓ Be proactive if you see something incorrect or omitted on the documents
- ✓ Call NSS first, if you have questions or encounter problems while at the signing
- ✓ Always carry necessary jurats/acknowledgements/affidavits/delivery forms
- ✓ Never solicit business at the signing table
- ✓ Conduct the closing with confidence
- ✓ Have genuine care for all your NSS appointments

I have read, understand and agree to the responsibilities, requirements and conditions described in this document.

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_