



Frequently Asked Questions

When can I start using the Bancserv Notary App?

The Bancserv Notary App is designed to be a useful tool for our existing notary database in order to assist them in receiving signings within their area as well as updating existing orders. In order for a notary to be considered for an app profile, he/she must have completed a minimum of 10 successful signings with us. By successful we mean that all 10 signings must be completed on time, and without any mistakes. After this point we would consider you for mobile app orders.

How will I receive orders?

As we receive orders for signings in your designated area, one of our schedulers will contact you via phone to see if you are available to accommodate the signing. This will be a brief phone call explaining the general details of the signing, including location, date and time, package type, and any other specific instructions from the Escrow Officer. At this point, you have the option to decline or accept the order. Once you have accepted a signing from one of our schedulers, you will be able to track, update, and close your orders online by logging into your account and viewing the section labeled "My Current Activity".

Please note that not all notaries who are signed up with us receive orders. Order availability per notary depends on location, fees, and how impacted that specific area is with order amount and the number of notaries available to service them.

How do you select notaries for specific signings?

Once an order is entered into our system all notaries that service the signing area that have an active status and a current Background Check will be displayed to our Scheduling Team. Our schedulers will then choose a notary based on the following criteria; Location, Availability, Fees, Experience and Rating.

What is my rating and how does your rating system work or affect my orders?

Your Notary Rating is determined by the number of successful orders you have completed. Our rating system ranges from New to Excellent. All new registrants will automatically default to "New". Once a notary has completed the required 10 orders to be moved from "New" they will be moved to a "Good" rating and will then have access to mobile app orders. We require an additional 20 successful orders in order to move up your rating each tier after that.

When will I get orders?

Until we receive all of the documents listed in our Bancserv Notary Packet, you will not be eligible to receive orders from us. Once you are activated, you will appear as an available notary to our Scheduling Department. Depending on the area in which you live, we may have a high or low volume of orders available to you. If we have an order in your area, you will be on the list of active notaries that appear available to our schedulers. If you are not contacted for signings immediately, please do not get discouraged, as sometimes the availability of signings may be limited.

Do you have orders in my area?

Bancserv is a nationwide mobile notary service. The amount of orders available to you is dependent on the orders we receive from our customers. More rural cities generally have less signing opportunities than densely populated cities and states.

What are your standard fees?

(Please note that our Standard fees include the printing of documents)

<u>Package Type:</u>	<u>Standard Fees:</u>
Purchase, Refinance, Equity, etc.	\$75
Seller Package	\$75
Single Document	\$50

Do your fees include additional travel costs?

Our Standard Fees listed above do not account for rural locations or travel time that may be involved in some signings. We also are aware that there may be additional special requests made for certain signings so we are happy to negotiate fees in those instances.

When will I get paid?

To receive payment for services, Notaries must report the completion status of every signing to Bancserv as soon as possible after the signing, but no later than 9 am PST the next business day following the signing appointment. Notary shall provide this information by accessing the Notary Login at www.bancserv.net, by leaving a voice-mail at (800) 721-5558 extension 7720 or by any additional methods made available to notary in the future.

Bancserv shall disburse fees on the 1st and 16th day of each month (or the closest business day following each date) for signings completed through the prior day (month end or 15th, respectively). Accordingly, if a Notary provides services on March 16th, payment will be made on April 1st.

Am I an FNF Approved notary?

Acquiring an "FNF Approved" accreditation is not an application or registration process. One must be referred and sponsored by an FNF Escrow Officer in order to be considered as "FNF Approved".

For any additional questions, please e-mail the Vendor Department at notarydepartment@bancserv.net.