



The Standard Times

Standard Solutions, Inc.

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www.standardsolutions.com

The Closing Experience™...

What is the Closing Experience™ and how can it benefit you?

The Closing Experience™ is Web sites for title and settlement agents that provide the most advanced interactive on-line experience available to everyone involved in your closings.

Your Closing Experience™ Web site does far more than show information about your firm. The system has two basic interactive functions: to show lenders, borrowers and sellers information about their closings and to provide a way for them to send you information.



A Closing Experience™ Web site makes the closing process interactive and informative, enhancing the experience for all involved. Lenders can send new title orders directly from their loan origination systems, look up information on open title orders, review title insurance commitments on-line and communicate directly with you. Buyers, sellers and refinance borrowers can each take a tour of the closing process from their own perspective, review a checklist of things needed for the closing, fill in forms to send you closing information and send you messages. Each party has their own password-protected section of your site that only they can log in to.

Closing Experience™ Web sites connect with Standard Conveyancer™ to automate your interaction with lenders, borrowers and sellers. This means that to show status information on-line, you never have to manually update the information on your site. In addition, new title orders from lenders can load directly into your Standard Conveyancer™. The system puts you on the next level technologically while at the same time enhancing communications, cutting costs, and increasing efficiency.

You don't have the time or resources to create a Web site? That's not a problem. Standard Solutions will build and host your site for you. If you already have a Web site, we can add our Closing Experience™ technology to it.

You can read more about Closing Experience™ Web sites at www.closingexperience.com. From there you can click to a sample site and by-pass the login as if you were a lender, buyer, seller or refinance borrower. Call us at (781) 324-0550 for further information or to schedule a demonstration.

Industry News

As you no doubt know, Massachusetts recording fees increased effective March 15, 2003. For clients who do closings in Massachusetts, we recommend updating the recording fee information in Standard Conveyancer™ by entering the new fees in the Counties database, your Standard Model File and all lender model files.

Further information and help is available under Client Resources at www.standardsolutions.com, or call us at (781) 324-0550 to speak with customer service.

Checkwriting Saves Time, Money

Standard Conveyancer's™ optional Checkwriting/Accounting module automates the disbursement process to save you time and money. By using our Checkwriting/Accounting system your firm can save 1/2 to 3/4 hour per closing. What a quick and easy way to add to your bottom line!

Standard Conveyancer's™ Checkwriting system increases the accuracy and efficiency of the disbursement process. It reads your settlement statement, applies the lender's net funding rules and sends your completed check information to Quicken.™ After printing your checks and check vouchers, it also produces a balance sheet for your closing. As with other Standard Conveyancer™ features, all the automatic functions of the checkwriting system can be overridden. Equally important, the system can be customized to handle the disbursement procedures at your firm.



How will Standard Conveyancer's™ Checkwriting/Accounting system impact your bottom line? Assuming an hourly labor rate of \$20.00 and a savings of 30 minutes per closing, the system will pay for itself after 50 closings. ($\$20.00 \times 1/2 \text{ hour} = \10.00 . The cost of the system is \$500.00. $\$500.00 / \$10.00 = 50 \text{ closings}$). Or, look at it another way – do you have 1/2 hour per closing to waste right now? Your firm can't afford not to use Standard Conveyancer's™ Checkwriting/Accounting system.

If you would like to learn more about Standard Conveyancer's™ Checkwriting/Accounting system, please call us at (781) 324-0550.

Tips and Pointers

Event Tracking: Standard Conveyancer's™ Event Tracking system helps you keep track of requests made to outside parties. Pre-closing tracking covers title exam, municipal lien certificate and plot plan requests. Post-closing tracking covers mortgage and equity line discharge requests. Standard Conveyancer™ automatically creates “tracking items” (reminders that you are waiting for a response) as you use the program. Keeping your tracking up to date will allow you to print lists of outstanding requests.

When you print your request letters (TitleReq, MLCReq and PlanReq), the tracking system automatically marks the items as ordered on the Requests and Scheduling and the Tracking Summary screens. As these items are received, mark them as received on either screen or by clicking the tracking icons in the main program window.

Event Tracking automatically adds post-closing tracking items for mortgage discharges when you enter financial information for mortgages or equity lines on the Payoff screen. A tracking icon labeled “Discharge” will appear in the main program window.

To mark payoff discharges as received, click **Info, Tracking, Tracking Info** to open the “Event Tracking Selection” screen. In the “Event” field, type the word “Discharge” and click the “View” button. A browse list displaying all outstanding discharges will appear. Click on the appropriate item and click the “Complete” button twice (if the button is not visible, press <F9>). When finished, press the <Esc> key to exit the browse list.

Use reports such as “EvStatus” and “OutDisch” to print lists of outstanding pre- and post-closing tracking items.

For further information on tracking, please visit our Client Resources page at www.standardsolutions.com.

Technically Speaking . . . Helping Us Help You

We fully understand the pressures and deadlines you are under in the current business environment. With computers being what they are – less than perfect tools – we want to assist you in every way possible. Customer satisfaction continues to be our primary goal at Standard Solutions.

We strive to provide you with the highest level of service. You can help us help you by following these guidelines when calling for technical support.

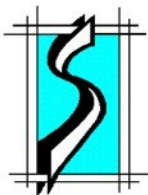
Call us from your computer as soon as unexpected results occur. Continuing to use a malfunctioning computer can make the problem worse or damage data. When calling, please be prepared to answer basic questions that will assist us in diagnosing the situation.

Were you trying to do something new? Have there been changes to the computer or to the network setup? Have new printers, hardware or software been installed? Have new documents been added? Even if it seems irrelevant, please provide any and all information to the technician assisting you.

Describe exactly what you were doing when the problem occurred, the exact content of any message from the system and whether or not you can repeat the problem. While the content of the messages may look like gibberish to you, it provides valuable information to the technician responding to your call.

When possible, please call us as soon as unexpected results occur so that we may respond immediately, while the problem is happening.

If you have a concern that has not been addressed to your satisfaction, please call Cheryl Walsh at (781) 324-0550.



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ATTN: All Real Estate Paralegals and Attorneys