

May 2, 2005

Reiteration of Existing Express Service Policy in the Transfer/Recordation Office

Express service has been offered as a special courtesy to our clients in situations involving customers from out of the area, attorneys that hand carry their work, or one-time visits from the general public (individuals not in the title industry). Express service was never intended to give an advantage to one customer or company over another. Further, rush service was not intended for everyday or local customers such as title company employees or abstractors. As a general rule of fairness, documents should typically be submitted and processed in the order of their arrival in our office.

The following guidelines are intended to allow the staff the time to serve all customers as quickly and fairly as possible. Allowing a significant number of documents to be expressed by some clients is unfair to the clients whose work has been waiting in boxes for an extended period of time. Please abide by the following guidelines which took effect on Monday, March 3, 2003.

Express service is for customers from out of the area, attorneys that hand carry their work, and the general public (not in the title industry).

Express service is limited to one visit per day per express customer or company (example: for express purposes, Company A may send only one representative per day).

We will accept a maximum of three (3) transactions as express.

Express customers with more than three transactions will need to submit the additional documents for regular processing as deeds or trusts. We will call the client when the additional documents are ready for pickup.

Some documents should be preapproved before expressing in order to avoid a substantial wait while the necessary review is performed and completed.

We are able at this time to offer same day service on the processing of deeds and deeds of trust that are presented to us through our electronic filing program. Please call Usha Vasanth or Eric Engelberg on 240-777-8995 to inquire about signing up for this more efficient system.

Thank you for your cooperation. Please call Tim Jones or Terrena Robinson-Gaines on 240-777-8995 with questions about the express policy.