



The Standard Times

Standard Solutions, Inc.

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www.standardsolutions.com

Government regulations...

Where would we be without them?

Various authorities have recently established a number of new regulatory requirements that affect the settlement industry. These include the "USA Patriot Act" plus new notary public and client funds requirements in Massachusetts. This is a good time to call attention to the issues that regulatory compliance brings up for Standard Solutions, your *Standard Conveyancer*TM software, and your firm.

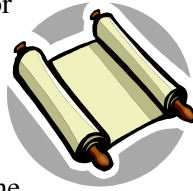
Perhaps most importantly, while Standard Solutions always endeavors to keep abreast of developments that affect the industry, we cannot be the authority on compliance issues. As you know, ultimately it is your firm's responsibility to ensure compliance with all legal and regulatory requirements.

Nevertheless, we make every effort to ensure that *Standard Conveyancer*TM does the maximum possible to assist you in this respect. As soon as we become aware of an issue, we analyze whether and what kinds of changes will be needed for our software. We then develop and test any necessary updates and distribute them through our Web site or by other means.

Because of the high rate of change in the industry and the large number of offices that we support, we have been moving toward relying on our Web site to keep our users informed and up to date. News on program updates and regulatory compliance issues have for some time been available on the *Product News* page at www.standardsolutions.com. In many cases there are also links to downloadable program updates or instructions for updating any relevant data you have stored in your *Standard Conveyancer*TM.

Internet access and e-mail have practically become a requirement for doing business. If for some reason your firm still does not have Internet access we need to know this. We are also continuing to collect e-mail addresses so that we can quickly distribute particularly timely or important information. If your firm has not already supplied us with an e-mail address for this purpose, please send a message to sales@standardsolutions.com as soon as possible.

As always, please call for assistance if you have any questions about compliance-related issues.



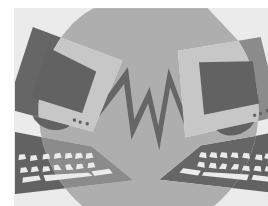
Don't prevent us from helping you!

Many software companies and network consultants use remote access to client computer systems to do service and updates. From the vendor's office, a technician can connect to the client, determine what is needed, and solve the problem. This technology allows for a very high level of service at a much-reduced cost.

Upon purchasing *Standard Conveyancer*TM your firm agreed to install and maintain a communications program called pcAnywhere. Standard Solutions uses this program to connect to your computers for technical support and program updates. Without this ability we would not be able to perform support services without scheduling individual trips to client offices. Such a system would be costly, slow, and far less efficient.

It is imperative for your firm to properly maintain the connection capability that was set up when you purchased *Standard Conveyancer*TM. *This is an issue that needs to be dealt with if your firm moves, or if you install new computers or re-configure your office.* Several clients have recently had the experience of not being able to get efficient help from us due to the fact that they had inadvertently disabled the connection capability during a move or installation of new equipment.

Computer and software technology is still relatively complex and new. With most systems, it is not a matter of whether, but when, you will have a serious problem. Without your remote connection capability to Standard Solutions, you may find yourself in a situation where you are unable to use *Standard Conveyancer*TM. We



recognize that your work is time-critical, and that is the reason the pcAnywhere remote connection capability is a requirement of your *Standard Conveyancer*TM Support and Maintenance Plan.

If you move or reconfigure your systems, you need to pay attention to this issue. Call us if you need help or advice, but most importantly, to test your new connection. Make sure that key staff members know about the connection capability and how to use it. If you have questions or concerns about this connection capability the time to address them is now, not during an emergency.

Tips and Pointers

Handling Payoffs in Standard Conveyancer™

Are you using the Payoff screen in *Standard Conveyancer™* to automatically handle payoff information? If not, you are missing out on important time saving features:

- *Standard Conveyancer™* handles an unlimited number of payoffs for borrowers and sellers, including mortgages, equity lines, credit cards and more (Millennium Edition/Windows version only);
- Information entered on the payoff screen automatically appears on HUD-1;
- If you have more than two payoffs, the Payoff Addendum document lists and totals the additional payoffs and prints with your Closing batch;
- *Standard Conveyancer™* produces a payoff letter showing the payment breakdown for each payoff entered;
- *Standard Conveyancer™* automatically calculates payoff totals, including funds for a mailing period (taking into account weekends and holidays), without you having to do manual date or dollar calculations;
- If the disbursement date changes, payoff totals are automatically updated on the HUD-1;
- *Standard Conveyancer™* tracks and reports outstanding mortgage payoff discharge requests.



All of these features operate from data input on the Payoff screen, so bypassing the screen will bypass many of the benefits of the payoff system.

There is additional information on working with payoffs at www.standardsolutions.com. Click *Client Resources* and select *Handling Payoff Information*.

Winter Weather Alert!

The harshness of our New England winters can wreak havoc – and cause problems with telephone lines. If you are ever unable to reach us on the phone, check our Web site, www.standardsolutions.com.

If our telephone lines are down we will post a temporary alternate telephone number for technical support emergencies on the home page.

You can also send us an e-mail message requesting a call back through our Web site. Click *Contact Us* to get to the message page, and select from the recipients listed. We will contact you as soon as possible.

Massachusetts Notary Public Rules

On December 19, 2003, the Governor of Massachusetts issued an Executive Order setting forth new requirements and standards for notaries public. The order includes new required text for acknowledgements, jurat certificates and witnessed signatures.

Originally set as 60 days from signing, the deadline for compliance has been extended to April 19, 2004.

Standard Solutions is finalizing a program update to help you comply with the new standards. When the update is available it will be posted as a download available through the *Product News* page at www.standardsolutions.com. Please check *Product News* periodically for this and other important information.

Et cetera

We encourage you to call or e-mail us if you ever learn of a new compliance or lender issue that you think we may not know about yet. You can check *Product News* at www.standardsolutions.com first to see if we have posted any information about the issue.



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Software and Internet Solutions for the Title and Settlement Industry

ATTN: Please circulate to all conveyancing managers, attorneys and paralegals