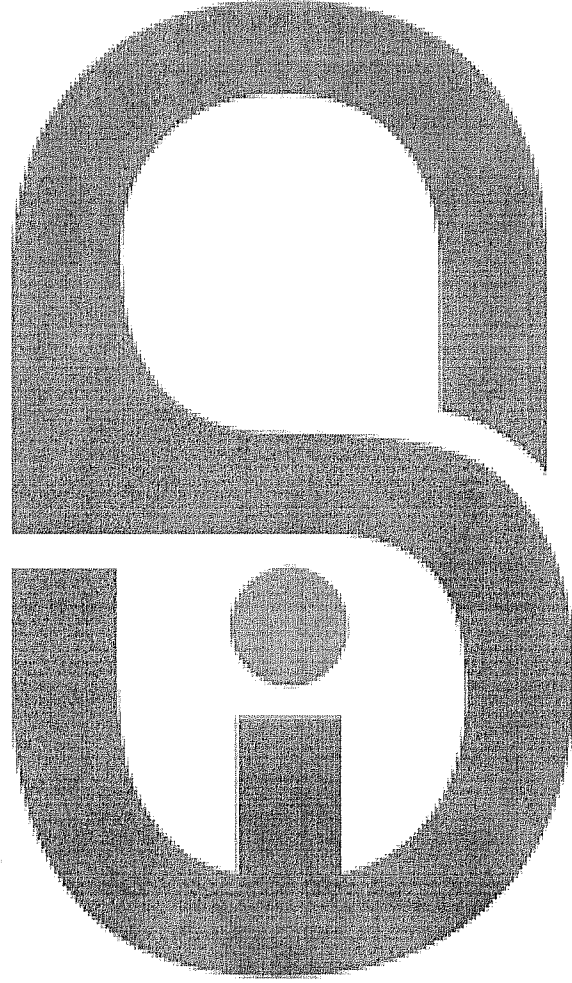


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## Standards and Best Practices for Closing Professionals

Secure Settlements supports and encourages all closing and settlement professionals to adopt internal policies, procedures and controls to raise the bar of professionalism and increase the confidence of lenders and consumers in the mortgage closing process. Towards that end SSI recommends that all agents completing the SSI vetting process and reported in the SSI nationwide data base of professionals adopt the following suggested Best Practices:

- Only licensed, insured and trained individuals should conduct a closing transaction. Under no circumstances should a non-vetted, unlicensed closer, paralegal or legal secretary act on behalf of a closing professional at a closing unless that individual is registered with SSI and the substitution is authorized by the lender.
- All Closing Professionals are considered agents and fiduciaries of the lender because they will be handling lender funds and/or documents, and thus should act in a professional and courteous manner to borrowers and all persons connected with a loan transaction.
- No closing should proceed before the identity of all borrowers is established to the satisfaction of the closing professional.
- All closing packages and lender fees should be returned to the lender by overnight mail no later than 48 hours after a closing (with the exception of Saturdays, Sundays and Federal Bank Holidays).
- All Closing Professionals have an affirmative duty to notify the lender immediately of any suspicious and/or improper activity taking place at the closing table, including payments made outside of the HUD-1, "back room dealings," unusual sources of money (i.e. money orders or checks from multiple sources, not the borrower), large cash transactions, and contract flips. Depending on the circumstances, a lender may require a closing to be stopped if fraudulent activity appears to be taking place.
- Unless there has been full disclosure and written authorization by both parties, Attorneys should not represent both the Seller and Purchaser in any closing transaction.
- No HUD-1 settlement statement should be executed unless and until it has been approved in advance by the lender and no approved HUD-1 should be amended or modified in any way.
- All Closing Professionals must comply with all State and Federal data privacy and security and consumer protection statutes. All personal borrower information should be safeguarded at all times.
- Closing Professionals should take proper steps to prepare for a closing and be able to explain in clear and concise terms the form and content of all mortgage closing documents and answer all reasonable questions raised by a borrower regarding the details of the mortgage closing documents.
- If at any time a borrower decides not to move forward with a mortgage loan prior to the completion of the closing, the Closing Professional should take reasonable steps to accommodate the borrower and notify the Lender.



**CLOSING AGENT QUALITY CONTROL CHECKLIST**

The undersigned closing agent hereby represents and warrants that they have completed the following quality control/quality assurance steps to protect the lender and the consumers in this transaction from risk of loss from errors and fraud (Please initial after each step and sign at the bottom, if a QC step does not apply mark "N/A"): Failure to complete and return this form in the closing package may restrict agent's ability to close loans for lender hereafter.

AGENT PERSONALLY ATTENDED OR SUPERVISED THE CLOSING \_\_\_\_\_

AGENT VERIFIED PHOTO ID FOR ALL PARTIES AT CLOSING \_\_\_\_\_

AGENT AWARE OF NO INTERVENING CONTRACT FLIPS AT CLOSING \_\_\_\_\_

AGENT AWARE OF NO CASH OUTSIDE OF HUD-1 AT CLOSING \_\_\_\_\_

AGENT AWARE OF NO UNDISCLOSED POST-CLOSING AGREEMENTS \_\_\_\_\_

AGENT FOLLOWED ALL OF LENDERS CLOSING INSTRUCTIONS \_\_\_\_\_

AGENT DISBURSED FUNDS TO PARTIES LISTED ON HUD-1 ONLY \_\_\_\_\_

AGENT MADE NO CHANGES TO HUD-1 NOT APPROVED BY LENDER \_\_\_\_\_

AGENT HAS NO ACTUAL KNOWLEDGE OF ANY FRAUD AT CLOSING \_\_\_\_\_

In Witness Whereof, the undersigned agent has completed, initialed and signed this QC Form understanding that the lender is relying upon the truth and accuracy of same in connection with its risk management and consumer protection obligations.

\_\_\_\_\_  
Signature

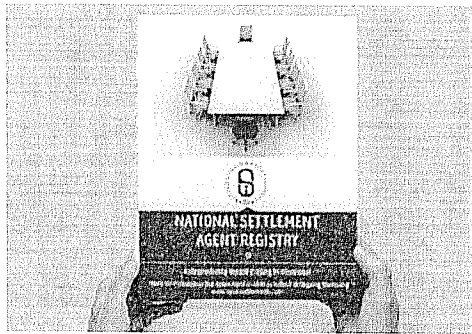
PRINT NAME: \_\_\_\_\_

DATE: \_\_\_\_\_



## Looking to Promote Your Vetted Agent Status?

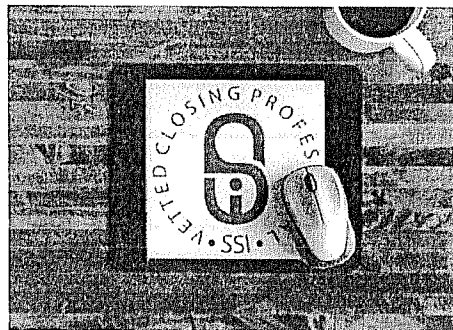
*For a Limited Time, SSI is Offering Marketing Items to Help you Tell your Clients and Customers  
That you are Independently Vetted and Trusted!*



Personalized Mounted and Framed Certificate  
\$75.00 Item SSI001



Carry All Bag with Full Color Logo  
Item SSI002 \$45.00



Four Color Mousepad  
\$15.00 Item SSI003



Phone Case iPhone/Samsung Galaxy  
Item SSI004 \$35.00



Embroidered Lap Top Case \$75.00 Item SSI005

ORDER FORM (Return with Your Order)

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

Street \_\_\_\_\_ Suite/Apt \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

EMAIL ADDRESS \_\_\_\_\_

PHONE (    ) \_\_\_\_\_

Item No.	Quantity	Description#	Price/Unit	Total Price
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Total Charge \$ \_\_\_\_\_

Shipping\* \_\_\_\_\_

# For Phone Case specify iPhone 5 or 6  
or Samsung Galaxy/Note 4 or 5

Sales Tax\*\* \_\_\_\_\_

\*Shipping: \$15-50 add \$12.00

\$51-200 add \$18.00

Over \$200 add \$25.00

TOTAL ENCLOSED: \_\_\_\_\_

\*\* Add Applicable Sales Tax in NJ, DE

Make Checks/MO Payable to "SSI Fullfillment" and

Mail to: Orders, P.O. Box 432, Mtn Lakes NJ 07046