

**Office**

841 Main Street  
Tewksbury, MA 01876  
877-452-5673

**NEW HIRE PACKET- Please fill out completely**

- Initial Bottom of **Pages 2-7**
- Sign & Date **Page 8**
- Sign Confidentiality Agreement (**pg.9**)
- Fill Provider Application Completely (**pgs.10-13**)
- Sign & Date Signing Agent Fee Schedule (**pg. 14**)
- Read & Sign Independent Contractor Information (**pg.15**)
- Keep **pages 17-21**
- Enclose Proof of Business (**pg.22**)
- Fill W-9 completely- please use W-9 provided with package (**pg.23**)
- Review and complete Background Check (**pg 28-29**)

**Fax to:** American Closing Network  
Fax # 978-640-1553

**Or mail to:** American Closing Network  
841 Main Street, Tewksbury, MA 01876

## PROCEDURES FOR SIGNING AGENTS

**Please fax invoices to 978-640-1553**

### General

American Closing Network would like to welcome you as an "On Call Signing Agent". As an Independent Contractor, American Closing Network will be using your services on a "needed" basis. As such American Closing Network makes no guarantee as to the number of hours we will utilize your services in any given period or that we will utilize your services at all. The following information is provided to familiarize you with policies and procedures when performing signing services from American Closing Network. Please follow these guidelines in order to provide the service which we at American Closing Network have committed to providing our customers. American Closing Network strives to provide all of its customers with an efficient, effective and professional service that is beneficial to both lenders and borrowers alike. Our source of business comes from Massachusetts Attorney Signing, other title companies, escrow companies, mortgage brokers, and lenders. The failure to follow the procedures set forth herein may result in the termination of your independent contractor relationship with American Closing Network.

### Initiation of Signing Request

When a Document Signing is needed, a coordinator from American Closing Network will contact you. If we leave you a message or page you, please respond as quickly as possible, otherwise American Closing Network will assign the order to another signing agent as time is of the essence. (A pager or mobile phone is highly recommended if you do not already have one). We will provide you with all of the information needed to arrange an appointment per your availability. When an order is placed with you, your signing fee for accommodating the signing transaction will be stated at that time, even if the signing is within your normal territory and the normal fee applies. PLEASE contact the borrower(s) right away. If you are unable to contact the borrower within 2 hours of receiving the assignment please advise the coordinator and we can assist you in calling the borrower(s). Make sure that you attempt all phone numbers that we provide you with. Please maintain communication with American Closing Network regarding the status, even if the status is that you have left a message for the borrower(s) to return your call. If you do not receive a return phone call from the borrower(s), try to contact them again. If you have made several attempts and still have not made contact, please advise us so we can communicate that we can communicate that to the Originating Company and ask for their assistance. American Closing Network has a two hour turn-around time guaranteed to the Originating Company. Never suggest that the borrower(s) comes to you to sign documents. The traveling document signing service is to be at the convenience for the borrower(s), not the signing agent.

- If a Signing Agent is ever requested directly by one of our Originating Companies to accommodate a signing transaction, please contact American Closing Network immediately. As a Signing Agent of American Closing Network, you are not to solicit your signing services directly to any of our Originating Companies.

### Conformation of Appointment

After the appointment has been set with the borrower(s), please contact the American Closing Network coordinator who placed the offer with you to advise us of confirmation of the appointment. We have guaranteed to our customers that we will respond to their signings requests **promptly**.

### Rescheduling Appointments

In the Event an appointment is to be rescheduled due to documents not arriving as scheduled, problems associated with the loan, or borrower(s) request, any communication regarding the rescheduling must be done through American Closing Network. Signing Agents are not to communicate directly with the Originating Company (i.e. Lender, Title, Escrow, and Mortgage Broker) in rescheduling the appointment.