



Specialty Office Services, Inc.

Ann Markley Owner

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Buyer and Seller Conveyancing
Nearly 75,000 files prepared for closing!
25+ years of experience

Brokers and Realtors have found our services to be a tremendous benefit as their liability has been greatly reduced by trusting a conveyancing firm with nearly **75,000 in closed transactions** standing behind every file they prepare for settlement. **Our seller file fee is \$225; our buyer fee is \$150.**

We take pride in professionally preparing our clients for a stress-free closing where every detail has been checked and double checked. We work directly with the buyer and seller while always keeping you, the agent, in the know.

The attached packet introduces our services. Thank you for taking a moment to learn more about our company.

Sincerely,

Ann Markley

Licensed Realtor since 1987

Conveyancing Business Owner since 1990



Seller Files

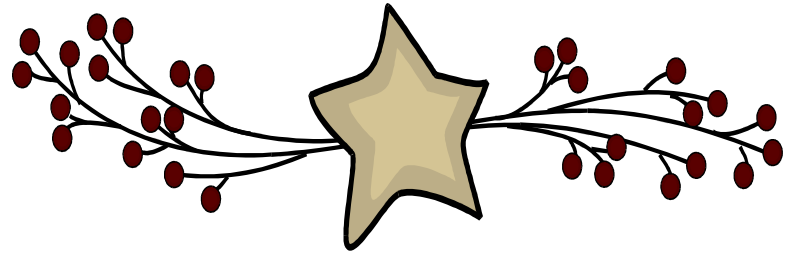
- Send your seller a letter letting them know we have been hired to make their settlement a smooth experience. Send them a form to return to us with their necessary authorizations. Send a checklist to the sellers with things they need to remember to do in order to prepare for closing (i.e., payoff info, water co. name, deed info., etc..).
- Advise the co-op we're involved and ask them to give us the lender and title info.
- Order the U and O, as applicable. (some have to go to seller first for signature). Seller calls to schedule - we facilitate the process but do not meet the inspectors. (We order L and I's for Philadelphia)
- Order the 3407 or 5407, it comes right to you to expedite, please remember to email or fax us a copy.
- Prepare a title clerk information/reimbursement sheet
- Order tax, trash, water and sewer certs and finals.
- Order seller's loan payoff(s).
- Clear the title and address any concerns. We never call sellers to introduce a problem on title without calling you first.
- Order your escrow check through your bookkeeper.
- Request a copy of the settlement notice from you or the co-op and forward a copy to the seller.
- Obtain a status letter from the community management office, as applicable.
- Send package to title company in advance. Send full package to the agent.
- Assist with deed packages, as required
- Remain available for your questions throughout the process

Buyer Files

- Send your buyer a letter letting them know we have been hired to make their settlement a smooth experience.
- Send the buyer a checklist of items to do before closing including a list of the utility companies for their new home.
- Provide your buyer with the title company information so that they may call in their social security # for the needs of the title company.
- Advise the co-op we're involved and give them the lender and title information so that they can keep the seller's end of the file moving forward. Provide lender with the title information for their records.
- Prepare a title clerk information/reimbursement sheet.
- Order and review the title and address any concerns.
- Contact you for the details of when you'd like to have settlement so that we may do your notices.
- Fax package to title company in advance. Send full package to the agent.
- Remain available for your questions throughout the process.

How do we work?

Complete an order form and fax us that information along with the first three pages of the agreement of sale. Our order form can be found at sosconveyancing.com or contact us and we'll email or fax it.



What happens next?

We put the information into our custom software system. We proof it for errors and inconsistencies to make sure we have the most accurate information being shared with all parties. We communicate with clients, municipal authorities and all other individuals required to put everyone on the same page. We use custom -designed and printed folders, with double checks built into them.

How do I know if I am ready for settlement?

You'll generally only hear from us when we feel there is a potential liability and your expertise is needed. Otherwise, you can expect to see a fax or personal delivery of your settlement file a week before closing. We'll keep you informed if we're calling your client for any out of the ordinary need or any need we think might be personal to the client. Call us when you need peace of mind as to the status of a particular file.

Should I be concerned that SOS is not on-site?

We've heard this many times! We tend to be more productive than an in-house conveyancer. We see many, many more files in a month than the average conveyancer. This gives us greater experience to resolve title issues faster. Every phase of our work is double-checked from opening to closing. It's like having multiple conveyancers on every file. 100% of our time is spent doing conveyancing. We never have to interrupt our work for any task that isn't conveyancing-related. We are experts at what we do, and have designed a custom system that lets us do our job with full concentration. Our work never falls behind due to sick days or vacations. We have worked hard at maintaining good relationships with the municipalities and that has paid off big time when we have a rush deal for you or need a favor.

What are the benefits to out-sourcing?

Ann has been a Realtor since the 1980's. Specialty Office Services, Inc. (SOS) has been in business since 1990. Ann has personally seen nearly 75000 files for conveyancing. This gives us quite an edge when it comes to problem solving. Even so, we are still presented with new situations regularly! We've got all the resources in place to get your deals to the settlement table with the least amount of inconvenience to you, and the least amount of worry for your buyers and sellers. In recent years, it has become the rule rather than the exception, that we have to secure loan satisfaction pieces for old mortgages on titles. We've become experts on 'working the system' and getting what we need for settlement.

How do I begin a relationship with SOS?

We ask for a deposit from our clients for all municipal/servicers prepaids that are required. We can work without this but it slows the process as we have to get checks from the seller in advance and that can waste critical time on a resale package or a U and O. The average client places \$350 on deposit (fully refundable when our conveyancing relationship ends) with us for us to use for prepaids that are required. This number is adjusted according to volume. Please call to discuss. Some brokers fund an account as a benefit to the agents and then the reimbursements are continually reimbursed at the settlements and the funds are used over and over again. Seller reimburses these costs at closing.

How does SOS get paid?

Our preference is to be paid on the HUD 1. However, we can accommodate what works best for you. As long as a check is in the mail within 10 days after settlement, we're happy. You can pay us from your broker service fee or seller can pay us on the HUD, whatever works for you!

Cancellation Fee

Once a file reaches us it is considered in-process. Files in-process which are withdrawn or cancelled require a \$35 fee. Files which are terminated, but are ready for settlement, require the payment of our fee in full. However, if it is a listing that resells, we will discount the file fee the second time around, and there have been times the second sale is so fast, that we do not need to charge any additional fees at all.

