



# Socially Distant... *but technologically together*

*Or: how the Title Industry survived insanity (again)!*

**In recent weeks**, our industry has enacted business continuity and disaster preparedness plans to protect employees while ensuring the ability to service customers. From social distancing to remote work to business closings, the disruptions that we have seen as a result of national and state COVID-19 containment efforts are having unique and lasting impact on our industry.

While we may be socially apart, we are in this together and, at RamQuest, we are here for you. And, we know that technology is going to prove critical to enabling you, your business and your customers to navigate the ramifications of the COVID-19 crisis relating to real estate transactions in the coming weeks and months.

Technology is critical to enabling you to navigate the ramifications of the COVID-19 crisis.

With more than 30 years of proven industry experience, RamQuest has

been a trusted resource that you turned to during RESPA Reform, TRID, and standardizing Best Practices.

Our technology solutions have been the backbone for customers who experienced fires, floods, hurricanes and earthquakes.

Our technology solutions have been the backbone for customers who experienced fires, floods, hurricanes and earthquakes. This same expertise is here for you now, to help ensure you can close real estate transactions to efficiently and effectively manage your operation – whether your team is working onsite or remotely – during this pandemic.

**Visit [RamQuest.com/Crisis](https://RamQuest.com/Crisis) for links to resources to help you navigate today's rapidly changing Title and Settlement environment.**

## #TRUETITLETALES

Funny, factual or fantastic...tell us your True Title Tale of how you conquered the seemingly impossible, whether Y2K, the 2010 HUD changes, RESPA reform, and TRID or any other obstacle you've experienced. Your "war stories" will inspire us all as we face our latest challenge (what's next... zombies?) Post your story at [RamQuest.com/TrueTitleTales](https://RamQuest.com/TrueTitleTales) or email us your story at [TrueTales@RamQuest.com](mailto:TrueTales@RamQuest.com) to post anonymously. Show the world what the Title Industry is made of...start #TrueTitleTales trending today!



# We've got you...so you've got this.

With op2, all you need is a laptop or desktop computer and an internet connection, and you can access your production solution anytime, anywhere, empowering your staff to work anywhere (including when sheltering at home). op2 is our hosted environment that securely powers RamQuest's title and settlement production solution.

op2's main data center and secondary Disaster Recover site are both physically secure with active and passive security features including routine vulnerability testing, anti-virus protection, multiple firewalls, power sources and encryption at all levels. A highly available system with redundant data centers and systems means that you can trust that your data is backed up, replicated and fully protected as part of the op2 network.



*Click on any provider  
for more information!*

RamQuest's Closing Market network gives you seamless, remote access to numerous services that can help you work remotely and engage with your customers. Following are some key Closing Market integrations that will help you integrate remote business processes into your operation to help ensure the safety of your employees and customers, while ensuring you can continue to service consumers:

**Pavaso:** industry-leading Remote Online Notary (RON) capability

**ShortTrack, SIGNiX:** document signing services

**CertifID:** wire fraud protection, guaranteeing each transfer up to \$1 million

**OR Signing Pro:** nationwide, mobile signing service

**ePN, Simplifile, CSC:** eRecording integrations eliminate need to physically record documents

**Lone Wolf:** connect with Realtors inside their transaction management platform

**Black Knight:** one-stop-shop for title searches, examiner-ready title search packages and tax data

**Ellie Mae:** communicate and collaborate with thousands of mortgage companies, nationwide

In today's ever-changing business climate, ready2close's eSigning capability for non-notarized documents has quickly become a necessity. And, with communication and connection being more important than ever, enabling secure, self-serve access not only enhances your customers' experience but also saves valuable time. With ready2close, at-a-glance order progress, key file details and contact information are a mouse click away and automated email and text updates about important closing milestones ensure timely, relevant communication without continual manual intervention.



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