



Selecting new digital tools for your business requires finding solutions you trust, coupled with reliable service and support to get your team up and running guickly and confidently.

Looking to a company's current customers to understand their satisfaction can provide the best glimpse into what your experience will be like. CSC is proud to have earned best-in-class ratings from our customers year after year across all categories assessed, including delivering outstanding experiences in technology, training, customer service, and invoicing*.

Here are just a few features of CSC electronic recording (eRecording) that have earned the trust of our customers.

Technology:

- · CSC strives to provide 24/7 uptime for all applications and services.
- Our eRecording platform provides simple and effective imaging enhancement tools to ensure adherence to county image standards, improving efficiency and reducing rejections
- CSC releases regular feature enhancements within our eRecording platform, including Document Type Recognition, in an ongoing effort to make the user experience more intuitive and easy to use.
- · A live chat feature is available in the platform so you can get real-time answers to your questions.

| Implementation:

- · CSC's eRecording network is consistently growing with newly activated counties every week-providing immediate access without a request.
- A CSC Customer Support Team member will proactively coordinate training sessions either oneon-one or together with your team and ongoing online training sessions are available weekly.

Security:

- CSC is trusted by 90% of the Fortune 500® and 8 of the 10 largest banks in the U.S.
- Service Organization Control (SOC) 2® Type II assessments are conducted annually by third-party auditing firms.
- All applications and data maintained on CSC servers, networks, and data storage systems are located within an ISO 27001-certified and SOC-audited co-location hosting facility.
- · Third-party agencies conduct regular, aggressive penetration testing on all CSC applications to identify vulnerabilities and verify successful remediation.
- CSC has well-tested business continuity and disaster recovery processes in place.

Expertise:

- Collectively, CSC support representatives have hundreds of years of knowledge and experience in post-closing and real estate document recording environments.
- We have dedicated county sales representatives in addition to submitter and national account teams to support businesses of all types and sizes.
- Our industry expertise is first class, and we look forward to partnering with you on all of your eRecording needs.

*Ratings based on published Net Promoter Score for 2018 and 2019 calendar years and the first quarter of 2020.







