![CSC]

Why Document Submitters Choose CSC eRecording

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 quickly 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 one-on-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.

We're ready to talk.

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