

RON – Keep It Simple



REMOTE ONLINE NOTARIZATION

Requirements, Terms & Conditions





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Remote Online Notarization (RON)

This document will walk you through everything you need to know about your Remote Online Notary experience with AZ Roving Notary.

Complete these 3 Simple Steps to get a **Quote** for your **Session**:

1. **Read** each page and initial where indicated.
2. **Add** necessary information in the blank fields where required.
3. **Submit** the form with your signature where required.

Disclosures:

The notaries and witnesses of AZ Roving Notary are not lawyers or legal professionals and as such cannot give advice or make changes to the documents. Please refer to your legal advisor for questions on your documents.

The notaries and witnesses can provide support to get you through the signing process on the signing platform. The notaries and witness are not technical support people and cannot provide extensive or complex technical support. For technical support you can ask a co-worker, friend or relative.





KEEP IT SIMPLE RON Personal Requirements All Signers

- Signer(s) must be a US Citizen over 18 years of age with a valid social security number.
- Signer(s) must have a valid state Driver's License, State Issued ID, US Passport or US Passport Card. No other ID will be accepted at this time due to platform limitations.
- Signer(s) must have a US Mobile Phone Number and Email Address.
- Signer(s) must have a US work/financial/residential history of at least 5 years.
- Signer(s) must pass Knowledge Based Authentication Quiz with 4 out of 5 questions correct within the 2 minute time limit. Signer(s) can attempt KBA Quiz 2 times within a 24 hour time frame. If any signer fails the second time the session can only be rescheduled after waiting a mandatory minimum of 24 hours.
- Signer(s) must pass Credential Analysis and Facial Recognition within 4 minutes.
- Signer(s) must stay on the video screen in full view of the notary for the entire session.

NOTE: If the signer is not a US Citizen or does not have proper ID – a Credible Witness can be substituted to identify the Signer. The Credible Witness must meet all RON Personal Requirements.



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Computer Requirements For Each Signer

- Computer: Desktop or Laptop Computer w/webcam and microphone**
(Ask us if your session qualifies for a smart phone or tablet – not available to every signer).
- Browser: Chrome setup to work with webcam, microphone, screen sharing, screen recording & pop-ups.
- System tested to work with platform from this link:** <https://networktest.twilio.com/>
- WiFi – Consistent, Reliable and Fast (at least 100mbs – Broadband preferred)
- Smart phone capable of sending/receiving SMS texts and emails.
Smart phone capable of photographing an ID and uploading it to the portal through a browser
- At least one Email address.
- For VPN and Firewalls, we will provide domain name and email addresses to Whitelist prior to the session starting. This takes some companies a while to setup so leave enough time.**
- Zoom may be used in some sessions. If so, you will need to have it set up to work with Chrome, camera, microphone, screen sharing, pop-ups and recording prior to the session start.**

** Our notaries provide process support but not technical support during the session.



KEEP IT SIMPLE Document Requirements

- All document blanks except for signatures, initials, dates must be filled in prior to the delivery of Final document to our secure server link.
- Final documents due 24 hour prior to the start of the session. A secure upload link will be provided in your invoice.
- Do not combine documents into one file. Each document must be in its own file.
- File Format – PDF Adobe version 1.6 or higher
- PDF File must be flattened.
- No password protection or lockout on file allowed.
- Maximum File Size: 8MB
- 10 Documents per session maximum. If more than 10 Documents for the session, a second session will immediately follow the first session.
- Download notarized Documents available for 7 consecutive days from date of signing.



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Requirements For A Quote

Page 1 of 2

(Please Fill Answer Each Question)

- **How many signers will be in the session?**

Are the signers at the same location or will they be signing in to the session from different locations?

_____ Please fill in Answer

- **If more than one signer – Schedule 1 or more separate sessions?**

_____ Please fill in Answer

- **Will you need one or more Credible Witnesses to vouch for identities?:**

_____ Please fill in Answer

- **Are witnesses for the document required and if so how many are required?**

_____ Please fill in Answer

- **Will you need an Observer for the the session?**

Do you want provide someone to observe the session, to answer questions during the session or, to give client advice during the session. Notaries and witnesses are not attorneys and are not allowed to give legal advice.

_____ Please fill in Answer

_____ Initial Here



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Requirements For A Quote

Page 1 of 2

(Please Answer Each Question)

- **How many documents will require signing?**

We charge per document for fulfillment and platform services provided.
Document fulfillment is paid to AZ Roving Notary.

_____ # Documents

- **What is the total number of notarial acts required?**

Documents to be signed may or may not include one or more notarial acts charged at \$10.00/act
According to state regulations of the fee.

_____ # Notarial Acts

- **Date and time to signing?**

Our normal business hours are 9:00am – 5:00pm M–F Arizona Time (not including Federal Holidays).
Premium hours are all other times. Once payment is made we will confirm the time of your
appointment.

_____ Reg/Premium Biz Hours

- **Domestic or International**

We can service US Citizens located within the United States or abroad. Standard pricing is for the
Domestic 48 continental United States. Alaska, Hawaii, Puerto Rico, US Territories and International are \$100
extra.

_____ Domestic Yes/No?

_____ Initial Here



KEEP IT SIMPLE Pricing Structure

Our Notaries are paid the state regulated fee of \$10.00 per notarial act.
You are contracting with AZ Roving Notary for Document Fulfillment Services.

All payment is made to AZ Roving Notary

Minimum Charge: \$75.00

Price Quotes have 4 Components:

Notarial Acts (Stamps): \$10.00 each stamp

Document Fulfillment: \$15.00 each document

Platform Fees: \$10.00 each document

Additional Services: See Website for Listing of Services & Current Pricing

Package pricing is available for larger orders.

Discounts are available for companies/individuals who require 4 or more remote online notarization transactions a month.



KEEP IT SIMPLE Terms and Payment Policy

- Standard Session is a 30 minutes unless otherwise indicated on invoice.
- Final documents: Due 24 hours prior to session uploaded to secure server link.
- Full Payment: Due 24 hours in advance via electronic invoice (credit card) or Zelle (brad@azrovingnotary.com)
- Personal, Computer and Document Requirements must be met 24 hours prior to the start of the session.
- Notary will wait for signing participant(s) up to 10 minutes from the scheduled session start time before cancellation/reschedule policies take effect.
- KBA times out by law after 2 minutes. ID verification times out after 5 minutes. Failure of signing participant(s) knowledge based authentication quiz (2 attempts) or credential analysis can result in a reschedule fee (\$25.00) and an added fee for a credible witness (\$35.00/credible witness).
- Only a US Passport/US Passport Card, State Driver's License or State ID card are accepted by the platform at this time. There will be a \$100 penalty to reset the system and reschedule.
- Notarized Documents available for 7 days after notarization completed.

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_____ Initial Here



KEEP IT SIMPLE REFUND AND CANCELLATION POLICY

REFUNDS: 75% of fees will be refunded for these reasons if the session is not rescheduled:

- Failure of signing participant(s) computer equipment or software
- Failure of signing participant(s) internet connection
- Failure of a signer(s) to pass Knowledge Based Authentication Quiz or Credential Analysis
- Failure of a signer(s) to provide valid ID as stated in the Terms/Conditions.

Refunds can take up 10 business days based on your type of payment.

CANCELLATIONS WITH 24 hour or more emailed notice:

Reschedule: no penalty or additional charges.

Not Rescheduled: 25% cancellation fee deducted from refund.

CANCELLATIONS WITH LESS than 24 hour notice:

Reschedule: \$25.00 Reschedule Fee

Not Rescheduled: 50% cancellation fee deducted from refund.

Please email cancellation notice to: Brad@AzRovingNotary.com



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Remote Online Notarization (RON)

Contact Information

For additional information, questions or to schedule a session please feel free to contact us:

Bradley Feinberg, Notary/Certified Signing Agent
Direct: (602) 819-2369
Email: Brad@azrovingnotary.com

Our Website: AZRovingNotary.Com

Connect with Bradley on LinkedIn: <https://www.linkedin.com/in/bradleyfeinberg/>

The information contained on our website is subject to change frequently and you should always request the most current version for updates.

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