



Terri Parrish
Field Inspector

AUGUST "MESSAGE FROM THE BOARD"

It is an honor and a pleasure to be the Field Inspector for the Oklahoma Abstractors Board. After working in the Abstract industry for thirty-three years, which is all of my life, I am enjoying the opportunity to make a difference in our industry. Working on a daily basis with the Board members and other staff members is a joy. Our industry is lucky to have such dedicated professionals working to keep track of our ever changing business.

There are a few of you that I have had the pleasure to meet during inspections. During these inspections, it has become more and more apparent for the need for a tracking system in each abstract company. Our industry is continuing to demand a higher standard of service than ever before. It can be a strain on any size office, but on smaller offices it is especially resource consuming to try and track down the status of an order when the customer calls or faxes or e-mails wanting to know "when can I have my abstract?" While some companies have dealt with this by charging customers for status calls and others by just being difficult to deal with, others have met the challenge by implementing a simple calendar to track when their orders come in and when they go out. This can make the task of tracking less time consuming. It also helps when I come to do an inspection to be able to show how many days it is taking to complete your orders. This becomes very important when a customer makes a complaint about service. Without an order-in and order-out log or calendar, it is hard to show that the customer may just be unhappy and to show you are in compliance with the time regulations set out in Title 1, Okla. Stat. Sec. 32(b). This section provides:

"B. Failure of an abstractor to furnish an abstract, abstract extension, supplemental abstract or final title report within the following time periods shall constitute unnecessary delay:

1, For furnishing new abstracts:

- a. unplatted: twenty (20) business days, and*
- b. platted: fifteen (15) business days; and*

2. For furnishing an abstract extension, supplemental abstract or final title report:

- a. unplatted; seventeen (17) business days, and*
- b. platted; twelve (12) business days." Emphasis added.*

While there are many computer programs available that track orders, they can also be costly. You do not have to spend a lot of money to accomplish a solid tracking system. The time you spend writing on a

calendar or in a log book can make a tremendous difference in being able to offer to your customers the level of service they demand.

As Oklahoma abstractors, we are bound by Title 1, Okla. Stat. Sec. 32 (a) which states:

- A. *“All abstractors shall furnish abstracts, abstract extensions, supplemental abstracts or final title reports as desired, to the persons applying therefore, in the order of receipt of a valid order therefore, without unnecessary delay, and for reasonable compensation pursuant to the requirements of the Oklahoma Abstractors Act. A valid order is a written order from the person applying for the order who is a party to the transaction containing the following elements:*
1. *A complete and accurate legal description or a complete and accurate address, as applicable;*
 2. *The availability of any necessary base abstract; and*
 3. *An up-front commitment to pay of the order either upon delivery or other payment conditions agreed to by the parties to the transaction or a stated cancellation fee amount.”*

We must endeavor to deliver our services in an expeditious manner. We must care for ALL customers and give them a reasonable degree of attention. We should not settle for minimal service. We should strive for excellence!

Thank you again for this opportunity to serve you as the abstract company inspector and to be an ambassador to the public for our industry.

Respectfully submitted,

Terri Parrish