



Terri Parrish  
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Oklahoma Abstractors Board

### MARCH "MESSAGE FROM THE BOARD"

WOW! I can't believe it is finished. I have visited all the Courthouses in our great state and all Certificate of Authority holders have now been inspected by the Oklahoma Abstractors Board. What an adventure. It has been my honor and pleasure to be the Field Inspector for the Oklahoma Abstractors Board. Our industry is blessed to be represented by dedicated professionals working to keep track of our ever changing business.

I have had the pleasure to meet many of you during inspections. During these inspections it has become more and more apparent the need for each abstract company to continue to review their business practices so they can meet our industries continuing demand for a higher standard of service. It can be a strain on any size office to deal with difficult customers who continue to make demands that seem impossible to meet. That is why a review of resource consuming practices is necessary. While some companies have dealt with this by just being difficult to deal with, others have met the challenge by implementing sound business practices that create an atmosphere of trust with their customers. This becomes very important when a customer makes a complaint about service. Without sound business practices it is hard to show that you are in compliance with two very important statutory requirements.

The time regulations set out in Title 1, Okla. Stat. Sec. 32(b) 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.

AND

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 for this opportunity to serve you as the abstract company and to be an ambassador to the public for our industry. I have enjoyed working with all of you. Thanks for teaching me along the way. Happy trails!

Respectfully submitted,

Terri Parrish

NOTE:

As many of you are aware, March 31<sup>st</sup> was Terri's last day with the OAB. She was a great addition to our staff and will be sorely missed. Terri and her family will be moving to Tahlequah which is, unfortunately, too far away to commute. If anyone is interested in applying for her position, the requirements are listed under "Employment" on our website.