

Eagle Fraud Guard Tips, Troubleshooting and FAQ's

TIPS

- Be sure you are entering your alerts as LAST NAME (space) FIRST NAME as that is the way the names are indexed.
- Be sure you enter your alerts as the name appears on your documents. For example: If your name is Steve Smith but appears on your deed as Steven Smith and on your mortgage as Steven L Smith, it is advised to put an alert for SMITH STEVEN, for SMITH STEVEN L, and while we are at it, put in SMITH STEVE just in case a fraudster attempts to file something with your common name as well. You may get alerts that are not actually for your property, but better to get one that is not yours than to miss one that is. When you receive the alert, there will be a link directly to the document so you can quickly determine whether it is on your property or not.

FAQ's

1. Do I need a different account for multiple properties? *No. You can have multiple alerts for one account.*
2. Can I register my business property? *Absolutely!*
3. My property is held in a trust. Can I still participate? *YES! You will want to put in an alert for the names of all trustees as well as the name of the trust.*
4. What happens if I get an alert and discover a fraudulent document has been filed? *If that happens, please contact our office and we will help put you in touch with local law enforcement. Your next call should be to an attorney to help navigate through the process to vacate the filing.*

TROUBLESHOOTING

1. "I am getting an error and it won't let me register". *Check to make sure that you are not trying to use your email address as your User ID. The system does not like special characters like the "@" sign.*
2. "I registered but it didn't let me put in alerts". *You must verify your email first and then it will allow you to put in your alerts.*