

# Remote Notary Survey Results

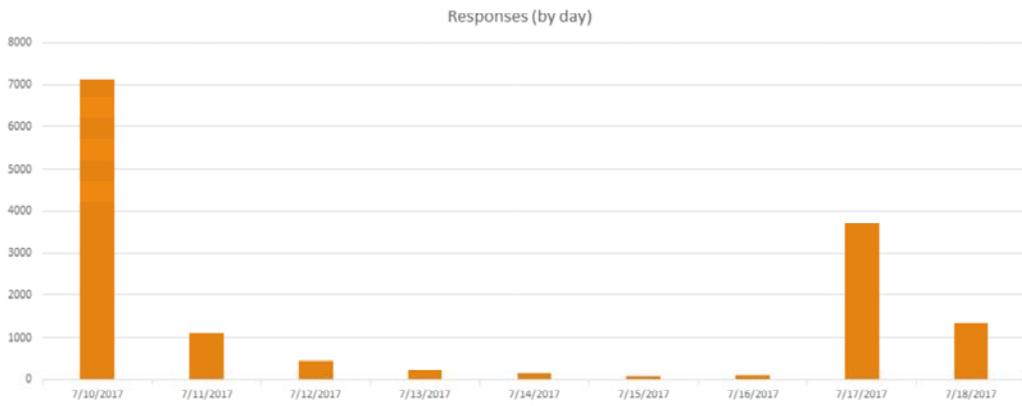
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## Survey Details

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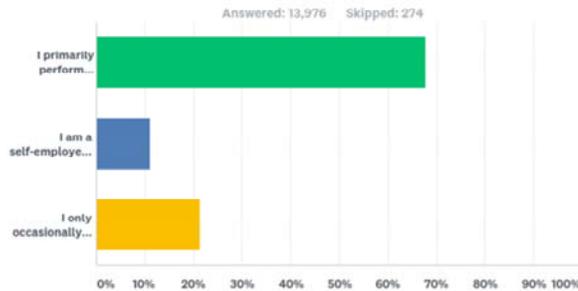
- Survey open from 9AM Monday July 10, 2017, to 5PM on Tuesday July 18, 2017
  - Sent reminder Monday, July 17
- Received by 81,981 Colorado notaries public
- 14,250 responses received

# Data Trends



# Who Took the Survey

## Q1 Which of the following best describes your position as a notary:



I primarily perform notarizations for an employer (for example, at a bank, title company, law firm, etc).

9,462 (67.70%)

I am a self-employed notary; I offer notarizations as part of my own business.

1,540 (11.02%)

I only occasionally do notarizations when asked by someone I know.

2,974 (21.28%)

Total

13,976

## Question 1 Comments

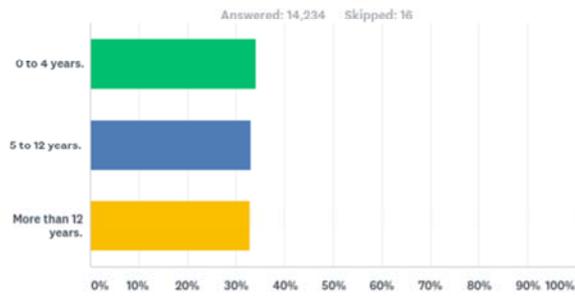
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- Notary is a secondary job
- On behalf of employer
- Independent notaries
- Infrequent notaries

# Who Took the Survey

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**Q2 How long have you been a notary?**



0 to 4 years.  
4,847 (34.05%)

5 to 12 years.  
4,708 (33.08%)

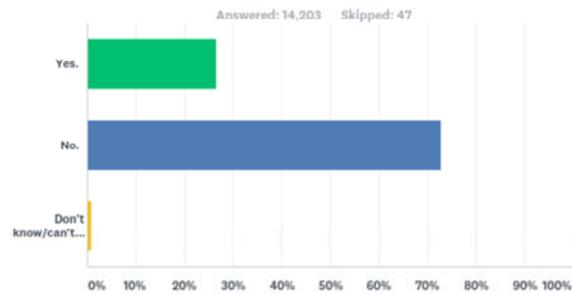
More than 12 years.  
4,679 (32.87%)

Total  
14,234

## 26% of Notaries Asked to Travel

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**Q3** In the last year, have you been asked to travel to perform a notarization?



Yes.  
3,761 (26.48%)

No.  
10,33 (72.75%)

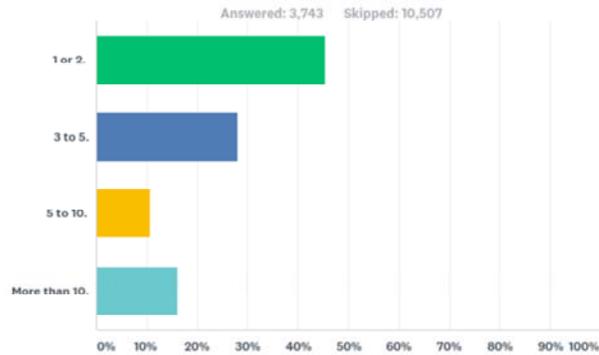
Don't know/can't recall.  
109 (0.77%)

Total  
14,203

## Of Those, 45% Asked 1 or 2 Times

For those who answered YES to Question 3

### Q4 How many times have you been asked to travel in the last year?



1 or 2.  
1,696 (45.31%)

3 to 5.  
1,049 (28.03%)

5 to 10.  
398 (10.63%)

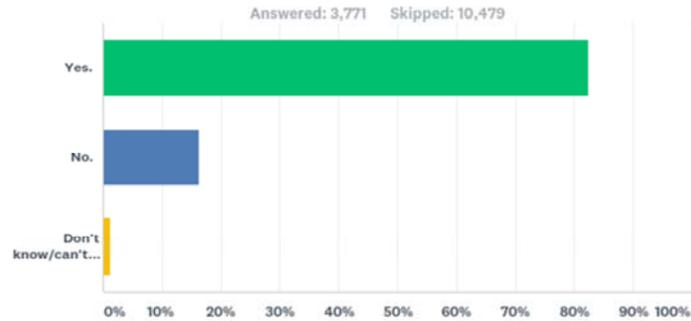
More than 10.  
600 (16.03%)

Total  
3,743

## 82% of Those Asked to Travel Did So

For those who answered YES to Question 3

### Q5 Did you accept any requests to travel to perform a notarization?



Yes.  
3,105 (82.34 %)

No.  
616 (16.34 %)

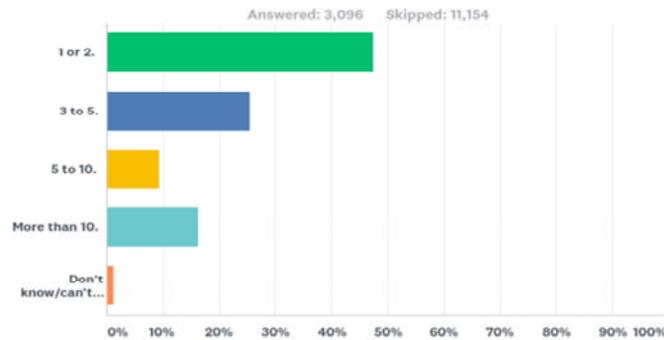
Don't know/can't recall.  
50 (1.33 %)

Total  
3,771

## 47% Travelled 1 or 2 Times

For those who answered YES to Question 5

### Q6 How many times have you actually travelled in the last year to perform a notarization?



1 or 2.  
1,472 (47.55%)

3 to 5.  
789 (25.48%)

5 to 10.  
293 (9.46%)

More than 10.  
506 (16.34%)

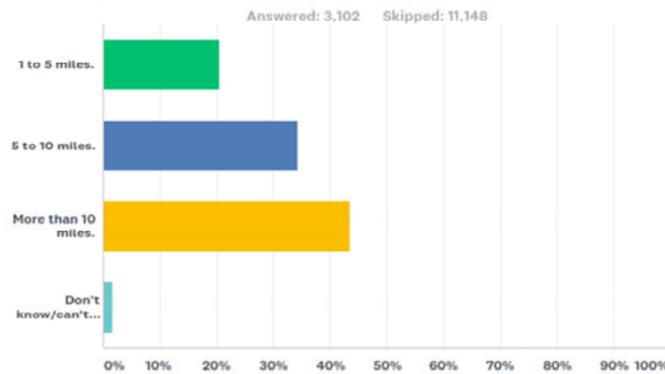
Don't know/can't recall.  
36 (1.16%)

Total  
3,096

## 44% Travelled More Than 10 Miles

For those who answered YES to Question 5

### Q7 How far, on average, did you travel?



1 to 5 miles.

633 (20.41%)

5 to 10 miles.

1,067 (34.40%)

More than 10 miles.

1,352 (43.58%)

Don't know/can't recall.

50 (1.61%)

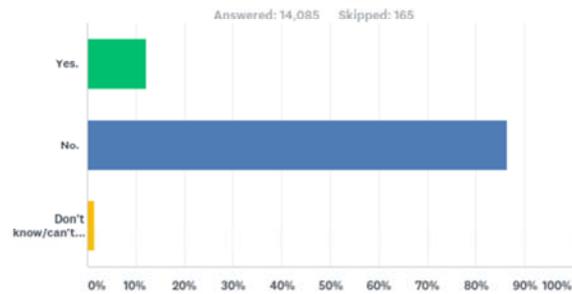
Total

3,102

# 12% Were Asked to Perform a Remote Notarization

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**Q8** In the last year, have you been asked to perform a remote notarization?



Yes.

1,708 (12.13%)

No.

12,167 (86.38%)

Don't know/can't recall.

210 (1.49%)

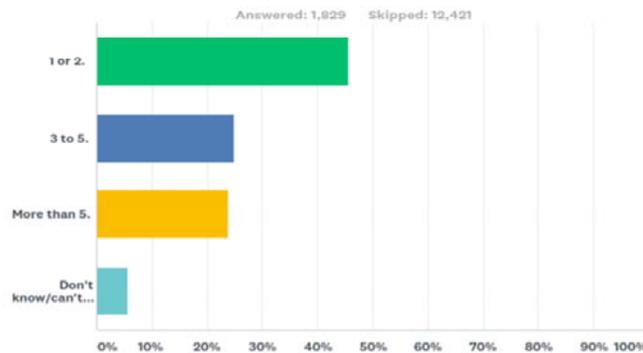
Total

14,085

## Of Those, 45% Asked 1 or 2 Times

For those who answered YES to Question 8

**Q9 About how many times have you been asked in the last year to perform a remote notarization?**



1 or 2.  
835 (45.65%)

3 to 5.  
456 (24.93%)

More than 5.  
435 (23.78%)

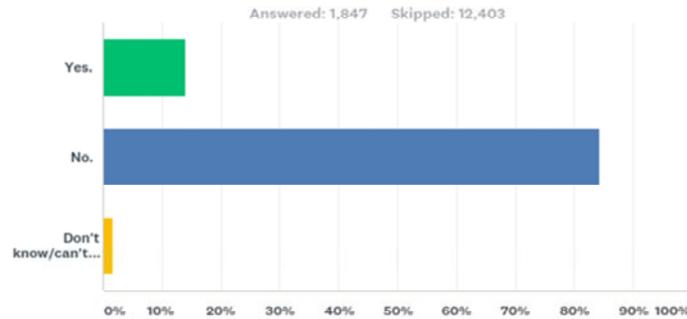
Don't know/can't recall.  
103 (5.63%)

Total  
1,829

## 14% of Those Asked Accepted

For those who answered YES to Question 8

### Q10 Have you performed a remote notarization in the last year?



Yes.

257 (13.91%) **1.8% of total survey participants**

No.

1,558 (84.35%)

Don't know/can't recall.

32 (1.73%)

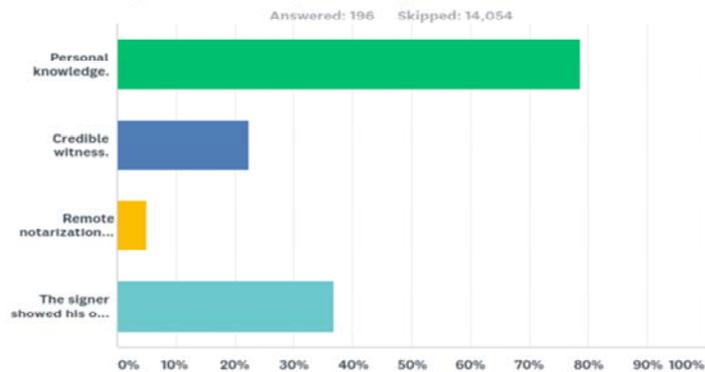
Total

1,847

## Of Those, 79% Relied on Personal Knowledge

For those who answered YES to Question 10

**Q11 How did you identify the signer? Choose all that apply:**



Personal knowledge.

154 (78.57%)

Credible witness.

44 (22.45%)

Remote notarization software identified the signer.

10 (5.10%)

The signer showed his or her ID on camera.

72 (36.73%)

Total

196

## Question 11 Comments

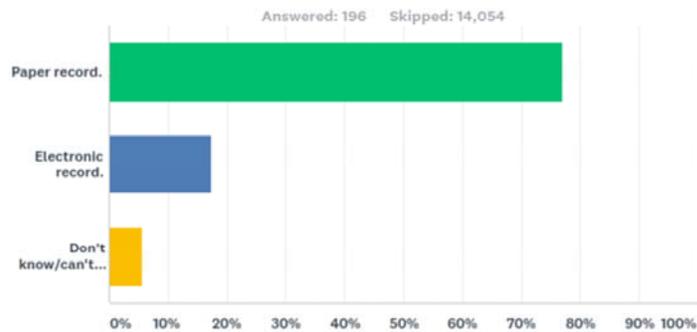
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- Most expressed familiarity with signer
- Most of those who performed remote notarization did so upon request from an employer/supervisor

## 77% Notarized Paper Record

For those who answered YES to Question 10

**Q12 Was the record you notarized remotely a paper record or an electronic record?**



Paper record.  
151 (77.04%)

Electronic record.  
34 (17.35%)

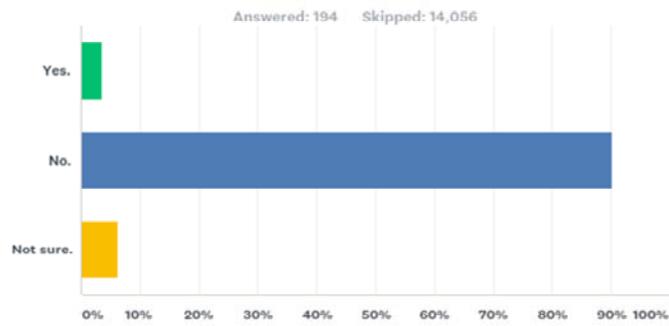
Don't know/can't recall.  
11 (5.61%)

Total  
196

## 90% Had No Concerns

For those who answered YES to Question 10

**Q13 Did you have any concerns about the process and how it went?**



Yes.

7 (3.61%)

No.

175 (90.21%)

Not sure.

12 (6.19%)

Total

194

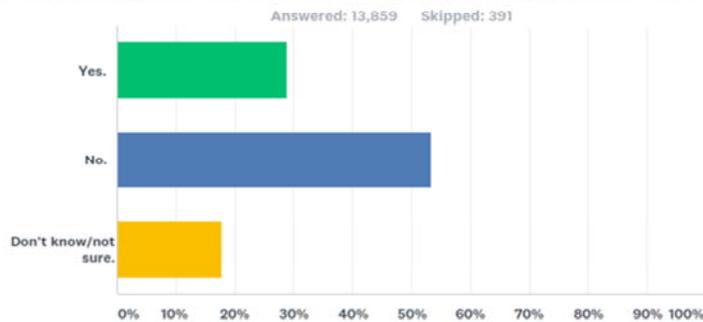
## Question 13 Comments

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- 19 text responses
- General concern for future remote notary with a stranger
- Of those who answered NO, 78% not concerned with performing their notarial duties through remote (Question 14)
- Of those who answered NO, 80% think Colorado should allow remote notarization (Question 16)

## 53% Have No Concerns About Performing Notarial Duties Remotely

**Q14** If Colorado allowed remote notarization, would you have any concerns about your ability to complete your duties as a notary using audio-video communications?



Yes.  
4,004 (28.89%)

No.  
7,401 (53.40%)

Don't know/not sure.  
2,454 (17.71%)

Total  
13,859

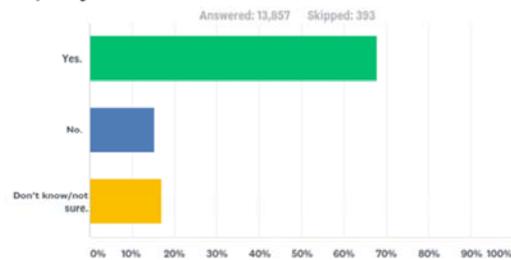
## Question 14 Comment Highlights

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- Common Concerns
  - Ensuring documents are valid/not falsified
  - Undue influence or duress concerns
  - Accurate identification
  - Concerns for the elderly
  - Unreliability of technology
  - Difficulty assessing mental/emotional state
  - Safeguards against hacking and tampering
- Comments from those without concern
  - Convenience
  - Comfort with using audio-video already
  - Some of those comfortable with it only perform notarizations for existing clients

## 68% Think There Should Be Limits on Remote

**Q15** Some states that have allowed or considered remote notarization have put limits on when it can be used. Some examples are requiring the notary or the signer to be physically located in the state, limiting remote notarizations to certain types of documents or transactions such as real estate transactions or wills, or requiring that the transaction be connected to the state. If Colorado allows remote notarization, do you think there should be limits on how it can be used?



Yes.  
9,405 (67.87%)

No.  
2,103 (15.18%)

Don't know/not sure.  
2,349 (16.95%)

Total  
13,857

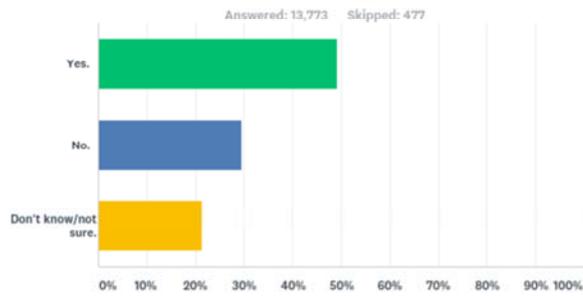
## Question 15 Comment Highlights

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- Common Suggestions
  - Allow robust inspection of identification
  - Only for signer that is in Colorado
  - Transaction should be connected to Colorado
  - More forms of ID needed than in-person notarization
  - Limit to what kinds of documents can be notarized
  - Start with limited scope, and expand depending on the reception
  - Reserve remote notarization for extenuating circumstances

# 49% Say Remote Should Be Allowed

**Q16 Do you think Colorado should allow remote notarizations?**



Yes.  
6,766 (49.13%)

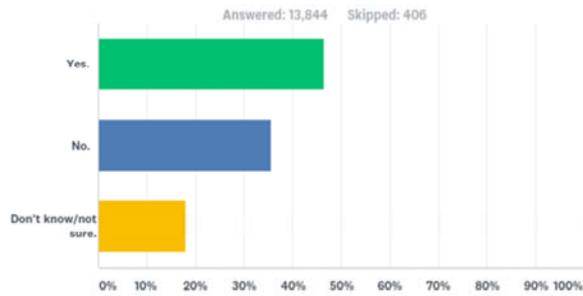
No.  
4,062 (29.49%)

Don't know/not sure.  
2,945 (21.38%)

Total  
13,773

## 46% Interested in Offering Remote

**Q17** If Colorado does allow remote notarizations, are you interested in offering that service?



Yes.  
6,427 (46.42%)

No.  
4,930 (35.61%)

Don't know/not sure.  
2,487 (17.96%)

Total  
13,844

## Question 18 – General Comments

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- Mix of disapproval and approval for remote notary
- Fear of creating new legal issues and lawsuits
- Gateway to fraud
- Favor for the convenience of remote
- Threat to livelihood for few notaries in rural areas
- Slight confusion on what remote notary is
- Saving space and resources by having records stored digitally

## Interesting Comments

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- "I am computer challenged enough as it is."
- "I'm not very 'techy'"
- "I have seen a fraudster attempt to dress his girlfriend to match an ex wife in order to transfer property – in person this is discoverable – is the audio visual software as good?"
- "As an Elder law attorney, undue influence is always on my mind when it comes to signed documents. Remote notarization could be taken advantage of and allow for more undue influence."
- "Colorado has weather conditions that happen any moment. To complete service to mountains and plains it would save time, fuel, dangers of bad weather travels."