



2023 Notary Survey Results

This survey was conducted by the NNA in October and November 2023. The survey is divided into the following categories:

- Demographic Questions
- Notary Employee Questions (answered by respondents who perform notarizations as a part of their employee work duties)
- Mobile Notary/Signing Agent Questions (answered by respondents who offer notarization services as a part-time or full-time business)
- Remote Notarization Questions (answered by respondents who perform remote notarizations)

DEMOGRAPHIC QUESTIONS:

How long have you been a commissioned Notary?

Label	Count	Percentage
Less than 2 years	498	25.3%
2-4 years	330	16.8%
5-8 years	284	14.4%
9-12 years	212	10.8%
13-16 years	125	6.4%
17-20 years	152	7.7%
21-24 years	101	5.1%
More than 24 years	264	13.4%

1966 responses in 1966 results

What is your age?

Label	Count	Percentage
18-25	26	1.3%
26-30	22	1.1%
31-35	60	3.1%
36-40	86	4.4%
41-45	133	6.8%
46-50	195	9.9%
51-55	252	12.8%
56-60	317	16.1%
61-70	576	29.3%
Over 70	299	15.2%

1966 responses in 1966 results

What is the highest level of education you have completed?

Label	Count	Percentage
High school diploma/GED	212	10.8%
Attended college but no degree	558	28.4%
Associate's Degree	358	18.2%
Bachelor's Degree	522	26.6%
Master's Degree	231	11.7%
Doctorate	33	1.7%
Other	52	2.6%

1966 responses in 1966 results

What state do you live in?

Label	Count	Percentage
Alabama	42	2.1%
Alaska	2	0.1%
Arizona	53	2.7%
Arkansas	12	0.6%
California	426	21.7%
Colorado	37	1.9%
Connecticut	14	0.7%
Delaware	6	0.3%
Florida	200	10.2%
Georgia	26	1.3%
Hawaii	14	0.7%
Idaho	3	0.2%
Illinois	65	3.3%
Indiana	33	1.7%
Iowa	10	0.5%
Kansas	7	0.4%
Kentucky	13	0.7%
Louisiana	18	0.9%

Maine	6	0.3%
Maryland	69	3.5%
Massachusetts	9	0.5%
Michigan	48	2.4%
Minnesota	9	0.5%
Mississippi	13	0.7%
Missouri	27	1.4%
Montana	12	0.6%
Nebraska	1	0.1%
Nevada	24	1.2%
New Hampshire	4	0.2%
New Jersey	54	2.7%
New Mexico	19	1%
New York	110	5.6%
North Carolina	61	3.1%
North Dakota	1	0.1%
Ohio	55	2.8%
Oklahoma	11	0.6%
Oregon	17	0.9%
Pennsylvania	80	4.1%

Rhode Island	0	0%
South Carolina	23	1.2%
South Dakota	2	0.1%
Tennessee	28	1.4%
Texas	191	9.7%
Utah	10	0.5%
Vermont	0	0%
Virginia	43	2.2%
Washington	38	1.9%
West Virginia	1	0.1%
Wisconsin	13	0.7%
Wyoming	1	0.1%
Washington DC	5	0.3%

1966 responses in 1966 results

What is the population of the area, village, town or city in which you live?

Label	Count	Percentage
More than 5 million residents	173	8.8%
More than 1 million residents	264	13.4%
500,001 to 1 million residents	245	12.5%
100,001 to 500,000 residents	400	20.3%
50,001 to 100,000 residents	291	14.8%
25,001 to 50,000 residents	196	10%
10,001 to 25,000 residents	193	9.8%
Less than 10,000 residents	204	10.4%

1966 responses in 1966 results

I am

Label	Count	Percentage
Male	407	20.7%
Female	1533	78%
Prefer other gender designation	1	0.1%
Prefer not to say	25	1.3%

1966 responses in 1966 results

Why did you become a Notary? (Choose all that apply)

Label	Count	Percentage
I was asked to become a Notary by my employer	901	26%
To earn extra part-time income	580	16.8%
To start my own full-time Notary business	387	11.2%
To become a mobile Notary or Notary Signing Agent	601	17.4%
To help people in my community	614	17.7%
I was looking for a career change	229	6.6%
Other (Please explain below)	150	4.3%

3462 responses in 1957 results

How did you first learn about Notaries?

Label	Count	Percentage
Through the NNA	147	7.5%
When I needed a document notarized	390	19.8%
When I participated in a loan document signing	106	5.4%
When I was asked to become a Notary for my job	473	24.1%
A co-worker is a Notary	136	6.9%
A friend or family member is a Notary	265	13.5%
Through social media	60	3.1%
When I was looking for a way to earn money	140	7.1%
Other	249	12.7%

1966 responses in 1966 results

What Notary status below best describes you?

Label	Count	Percentage
I am a self-employed mobile Notary or Notary Signing Agent	1004	51.1%
I am an employee who notarizes only for my employer	467	23.8%
I am an employee who also offers Notary services as a side gig	495	25.2%

1966 responses in 1966 results

What type of documents do you notarize? (Choose all that apply)

Label	Count	Percentage
Real estate/mortgage documents	1154	13.5%
Healthcare related documents	1042	12.2%
School related documents	949	11.1%
Legal documents	1416	16.6%
Financial or tax documents	824	9.7%
Government documents	753	8.8%
Personal documents	1447	17%
Certified copies of documents	707	8.3%
Other (Please describe)	239	2.8%

8531 responses in 1966 results

In what industry do you work? (Choose all that apply)

Label	Count	Percentage
Mortgage/title services	54	5%
Banking/financial services	85	7.9%
Real estate	84	7.8%
Legal services	116	10.8%
Healthcare	107	10%
Corporate	73	6.8%
Retail-Shipping services	23	2.1%
Retail-Other	25	2.3%
Insurance	37	3.4%
Education	78	7.3%
Government	118	11%
Tax Preparation	35	3.3%
Other (please describe)	240	22.3%

1075 responses in 881 results

NOTARY EMPLOYEE QUESTIONS:

Which of the following best describes your Notary activities as an employee?

Label	Count	Percentage
I only notarize work-related documents	178	41.4%
I occasionally notarize personal documents for co-workers	65	15.1%
I occasionally notarize for co-workers and people outside of work	135	31.4%
Other (Please describe below)	52	12.1%

430 responses in 430 results

How many notarization assignments on average do you complete each week for your employer?

Label	Count	Percentage
Less than 10	763	86.9%
11-20	82	9.3%
21-30	14	1.6%
31-40	9	1%
41-50	4	0.5%
More than 50	6	0.7%

878 responses in 881 results

Do friends, family or other people outside of work ask you to notarize documents?

Label	Count	Percentage
Yes	618	70.4%
No	260	29.6%

878 responses in 881 results

Do you charge to notarize for friends, neighbors, family, co-workers and others not connected to your job?

Label	Count	Percentage
Always	101	11.5%
Sometimes	256	29.2%
Never	386	44%
Not applicable	135	15.4%

878 responses in 881 results

Are you interested in working as a Mobile Notary or Notary Signing Agent?

Label	Count	Percentage
Yes, I am interested in becoming a mobile Notary or Notary Signing Agent	127	29.6%
No	302	70.4%

429 responses in 431 results

What is your interest in working as a mobile Notary?

Label	Count	Percentage
To earn extra income on the side	88	69.3%
To start a full-time business	7	5.5%
To have a part-time occupation for retirement	27	21.3%
Other (Please describe below)	5	3.9%

127 responses in 127 results

How did you find out about the mobile Notary or Signing Agent profession?

Label	Count	Percentage
I read about it in a professional association publication or blog	139	32.5%
I read about it on a general news/information website	84	19.6%
I heard about it on an online forum	30	7%
I know a mobile Notary or Signing Agent	49	11.4%
I received a solicitation via email or standard mail	56	13.1%
Other (Please describe below)	70	16.4%

428 responses in 430 results

MOBILE NOTARY/SIGNING AGENT QUESTIONS:

How did you find out about the mobile Notary or Signing Agent profession?

Label	Count	Percentage
I read about it in a professional association publication or blog	139	32.5%
I read about it on a general news/information website	84	19.6%
I heard about it on an online forum	30	7%
I know a mobile Notary or Signing Agent	49	11.4%
I received a solicitation via email or standard mail	56	13.1%
Other (Please describe below)	70	16.4%

428 responses in 430 results

Do you primarily work full- or part-time as a mobile Notary or Signing Agent?

Label	Count	Percentage
I work full-time	308	33%
I work part-time	624	67%

932 responses in 932 results

What industry did you work in before you became a mobile Notary and/or Notary Signing Agent?
(Choose all that apply)

Label	Count	Percentage
Working as a mobile Notary/NSA is my first job	19	1.4%
Mortgage/title services	95	6.8%
Banking/financial services	100	7.1%
Real estate	154	10.9%
Legal services	105	7.5%
Healthcare	136	9.7%
Corporate	126	9%
Retail-Shipping services	22	1.6%
Retail-General	57	4.1%
Insurance	66	4.7%
Education	82	5.8%
Government	124	8.8%
Tax Preparation	59	4.2%
Gig economy work	23	1.6%
Other (please describe)	239	17%

1407 responses in 932 results

Which statement best describes your current Notary activity?

Label	Count	Percentage
All my assignments are for loan signings	120	12.9%
More than half of my assignments are for loan signings	262	28.1%
More than half of my assignments are for general notarizations	211	22.6%
All my assignments are for general notarizations	238	25.5%
Other (Please describe below)	101	10.8%

932 responses in 932 results

How long have you worked as a mobile Notary or Signing Agent?

Label	Count	Percentage
Less than 1 year	214	23%
1-2 years	160	17.2%
3-4 years	155	16.6%
5-8 years	127	13.6%
9-12 years	75	8%
13-16 years	59	6.3%
17-20 years	53	5.7%
More than 20 years	89	9.5%

932 responses in 932 results

How is your Notary business doing since COVID-19?

Label	Count	Percentage
My Notary business has declined since COVID-19	388	41.6%
My Notary business remains unchanged	411	44.1%
My Notary business has increased since COVID-19	133	14.3%

932 responses in 932 results

How long did it take before you considered your mobile Notary business to be sustainable and profitable?

Label	Count	Percentage
Less than 6 months	157	28.2%
6-11 months	88	15.8%
1-2 years	141	25.4%
3-4 years	57	10.3%
More than 4 years	113	20.3%

556 responses in 558 results

Do you provide non-Notary services?

Label	Count	Percentage
Yes	374	40.2%
No	556	59.8%

930 responses in 932 results

If yes, what type of Non-Notary services do you offer? (Choose all that apply)

Label	Count	Percentage
Field inspections	140	16.5%
Process server	44	5.2%
I-9 services	157	18.5%
Mobile Exam Proctors	30	3.5%
Livescan/Fingerprinting services	47	5.5%
Apostille services	106	12.5%
DNA services	12	1.4%
Virtual assistant	35	4.1%
Mystery shopping	36	4.2%
Wedding officiant	95	11.2%
Uber/Lyft driver	16	1.9%
Other (Fill in the blank)	130	15.3%

848 responses in 374 results

How much Notary business are you getting currently?

Label	Count	Percentage
Low	922	73.6%
Moderate	294	23.5%
High	28	2.2%
I can't keep up	8	0.6%

1252 responses in 1253 results

Which of the following do you use to market your Notary business? (Choose all that apply)

Label	Count	Percentage
Personal website	300	9.9%
Word of mouth	856	28.2%
Social media business page such as Facebook	351	11.6%
Review sites such as Yelp or Angie's List	128	4.2%
Paid Notary directory such as SigningAgent.com or FindaNotary.com	379	12.5%
Flyers, posters or advertising signs	165	5.4%
Online video platforms such as YouTube, TikTok or Instagram	65	2.1%
Google Business Page	329	10.8%
I don't advertise my Notary business	344	11.3%
Other	118	3.9%

3035 responses in 1253 results

How many total notarization assignments on average do you complete each week for your Notary business?

Label	Count	Percentage
Less than 10	1088	87%
11-20	111	8.9%
21-30	31	2.5%
31-40	12	1%
41-50	4	0.3%
More than 50	5	0.4%

1251 responses in 1253 results

If you perform loan signings, how many loan signings on average do you complete per day?

Label	Count	Percentage
1	481	38.5%
2-4	152	12.2%
5-6	21	1.7%
More than 6	5	0.4%
I don't take loan signings	591	47.3%

1250 responses in 1253 results

How many general mobile Notary assignments on average do you complete per day?

Label	Count	Percentage
1	645	51.6%
2-4	177	14.1%
5-6	29	2.3%
More than 6	5	0.4%
I don't take general mobile Notary assignments	395	31.6%

1251 responses in 1253 results

How much do you make per month from your Notary business?

Label	Count	Percentage
Less than \$100	662	52.9%
\$100-\$250	155	12.4%
\$251-\$500	108	8.6%
\$501-\$1,000	118	9.4%
\$1,001-\$1,500	47	3.8%
\$1,501-\$2,000	47	3.8%
\$2,001-\$3,000	47	3.8%
\$3,001-\$4,000	27	2.2%
\$4,001-\$5,000	17	1.4%
\$5,001-\$7,500	9	0.7%
\$7,501-\$10,000	6	0.5%
More than \$10,000	8	0.6%

1251 responses in 1253 results

Do you feel that you are earning enough income from your Notary business?

Label	Count	Percentage
Yes	291	23.3%
No	960	76.7%

1251 responses in 1253 results

How much do you think you should be making from your Notary business?

Label	Count	Percentage
Less than \$100	54	5.6%
\$100-\$250	81	8.4%
\$251-\$500	108	11.3%
\$501-\$1,000	131	13.7%
\$1,001-\$1,500	93	9.7%
\$1,501-\$2,000	101	10.5%
\$2,001-\$3,000	96	10%
\$3,001-\$4,000	58	6%
\$4,001-\$5,000	68	7.1%
\$5,001-\$7,500	48	5%
\$7,501-\$10,000	45	4.7%
More than \$10,000	76	7.9%

959 responses in 962 results

What are your monthly Notary business expenses?

Label	Count	Percentage
Less than \$100	770	61.6%
\$100-\$250	240	19.2%
\$251-\$500	129	10.3%
\$501-\$1,000	67	5.4%
\$1,001-\$1,500	22	1.8%
\$1,501-\$2,000	13	1%
\$2,001-\$3,000	7	0.6%
\$3,001-\$4,000	1	0.1%
\$4,001-\$5,000	0	0%
More than \$5,000	1	0.1%

1250 responses in 1253 results

Which of the following services do you charge clients for? (Choose all that apply)

Label	Count	Percentage
Standard Notary fee	1046	24.4%
Identity proofing	151	3.5%
Handling other legal documents/signings	385	9%
Notarizing loan documents	607	14.1%
Mailing marriage documents on behalf of a couple getting married	94	2.2%
Courier service in your community	135	3.1%
Courier service outside your community	114	2.7%
Service at jails/correctional facilities	129	3%
Declarations or other statements for special transactions such as adoptions	116	2.7%
After hours/holiday charge	281	6.5%
Copies	299	7%
Faxing	162	3.8%
Mileage/travel	625	14.6%
Other (Please describe below)	150	3.5%

4294 responses in 1253 results

REMOTE NOTARIZATION QUESTIONS:

Do you perform remote notarizations?

Label	Count	Percentage
Yes	237	14.5%
No	1398	85.5%

1635 responses in 1636 results

Please select which description fits your remote notarization work best:

Label	Count	Percentage
I perform more traditional notarizations than remote notarizations	179	75.5%
I perform more remote notarizations than traditional notarizations	37	15.6%
I only perform remote notarizations	21	8.9%

237 responses in 237 results

Did your employer ask you to become a Remote Online Notary?

Label	Count	Percentage
Yes	26	11%
No	211	89%

237 responses in 237 results

Did your employer pay for your remote notarization commission, registration and/or setup costs?

Label	Count	Percentage
Yes	18	69.2%
No	8	30.8%

26 responses in 26 results

How much demand is there for remote notarizations from your customers?

Label	Count	Percentage
Nonexistent	65	27.4%
Low	102	43%
Moderate	50	21.1%
High	17	7.2%
I can't keep up	3	1.3%

237 responses in 237 results

Do you earn income from performing remote notarizations?

Label	Count	Percentage
Yes	116	48.9%
No	121	51.1%

237 responses in 237 results

How much do you earn per month from remote notarizations?

Label	Count	Percentage
Less than \$100	63	54.3%
\$100-\$250	20	17.2%
\$251-\$500	15	12.9%
\$501-\$1,000	5	4.3%
\$1,001-\$1,500	3	2.6%
\$1,501-\$2,000	4	3.4%
More than \$2,000	6	5.2%

116 responses in 116 results

What are your monthly costs for performing remote notarizations (e.g. vendor fees, internet, data and storage costs, etc.)?

Label	Count	Percentage
Less than \$100	182	76.8%
\$100-\$250	36	15.2%
\$251-\$500	16	6.8%
\$501-\$1,000	2	0.8%
More than \$1,000	1	0.4%

237 responses in 237 results

Do you consider your income from remote notarizations to be sufficient to offset the setup costs?

Label	Count	Percentage
Yes	41	35.7%
No	52	45.2%
I'm not sure	22	19.1%

115 responses in 116 results