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The National NOTARY

November 2009



THE MAGAZINE FOR PROFESSIONAL NOTARIES

Going The Extra Mile 14

Signs Of Deception: What To Look For 19

How To Avoid Clashing With Your Boss 27

TOP 5 ISSUES ON YOUR MIND



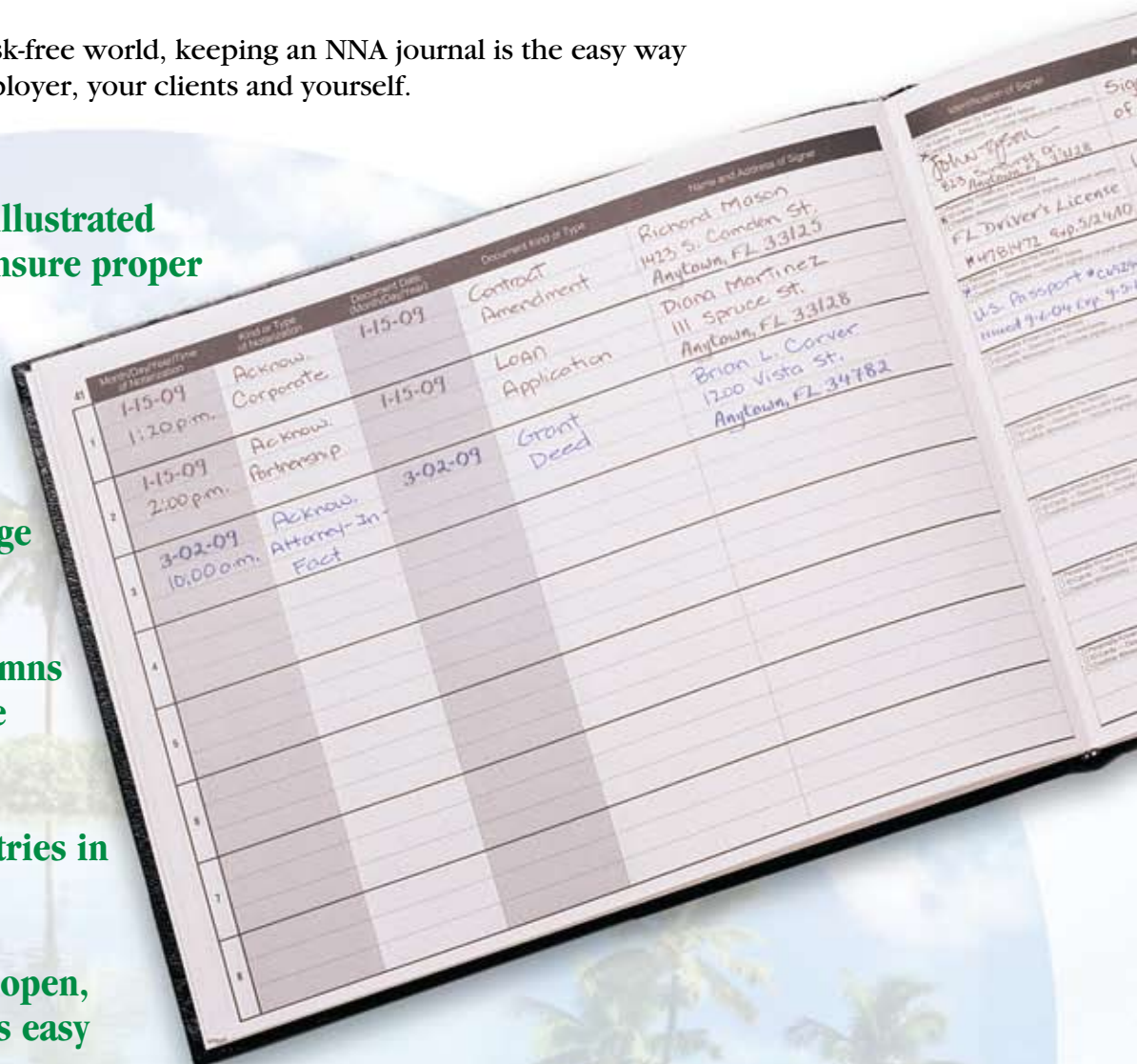
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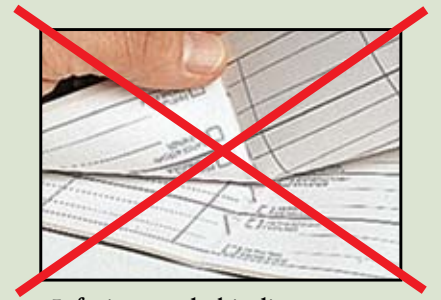
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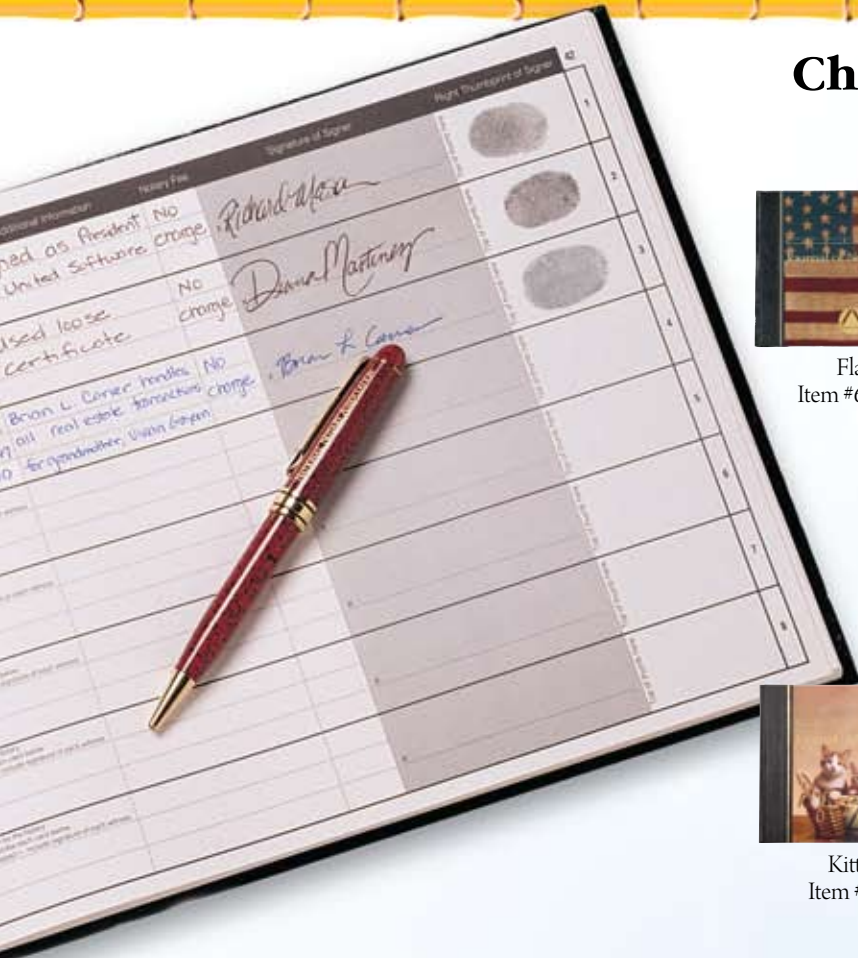
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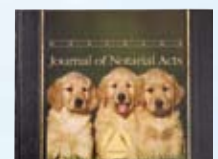
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The objectives of THE NATIONAL NOTARY are to: (1) publish only quality articles on Notaries, notarization and related subjects; (2) inform our readers of important developments in the field of notarization; and (3) focus on Notary issues and related subjects that are helpful, educational and informative to Notaries and others interested in the field.

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From The Senior Managing Editor



Rising Importance Means Increased Duty, Recognition

Amid so much uncertainty in the current economy, one thing is certain: The American Notary office is healthier than it has ever been, thanks to a growing respect for the trust, integrity and security that you lend to important transactions.

But with this recognition comes increased duty to be the best, to protect the public and to protect yourself from liability. That's why Notaries, state officials and employers across the nation are discussing — and taking action on — key issues (page 20) to build a more trusted and successful Notary office. Additionally, Notaries are employing professional standards of care to build a solid reputation (page 14), even if they are not required by their states.

In the years to come, the Notary office will grow even healthier if you stay true to these commitments and, at the same time, you will be able to reap the rewards of many emerging opportunities.

Say NO with Confidence!



How to turn away improper notarial requests

Sorry, No Can Do! books explain why you must say NO! when requested to perform improper notarizations. When signers and employers don't understand the laws and procedures, just show them the relevant page and quickly resolve awkward situations.

'Sorry, No Can Do!' 1 Item #5372
'Sorry, No Can Do!' 2 Item #5385
'Sorry, Boss, No Can Do!' 3 Item #5387
'Sorry, Borrower, No Can Do!' 4 Item #5389

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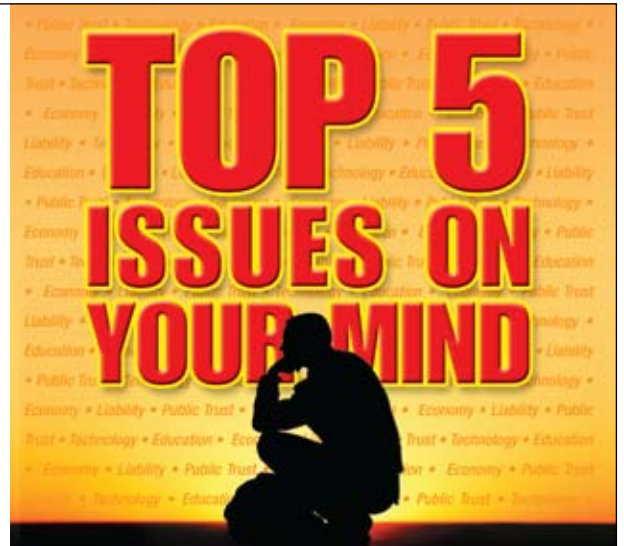
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COVER STORY

20 • Top 5 Issues On Your Mind

THE NATIONAL NOTARY spoke with scores of Notaries and state Notary officials across the nation — in a variety of industries — to discover the central concerns on their minds, and the key issues affecting and influencing their professional lives today. Interestingly, the responses fell into five major categories and, despite the differences in state laws and procedural requirements, they shared the same concerns. This shared vision provides an important platform for action to improve the American Notary Public office.



FEATURES



14 • Going The Extra Mile

By adhering to high standards of conduct, you earn a sterling reputation. People trust that you will do things the right way, even if it requires looking up the answer in a book or calling an expert for guidance.

19 • Body Language: A Silent Advantage

Body language can provide crucial, non-verbal clues to a signer's honesty.



24 • A Door To Opportunity

Notaries across the nation are finding ways to combine their public duties with other valuable services to build new revenue streams.

27 • Policies Create Office Harmony

With a little planning and cooperation, Notaries and their employers can work together to ensure workplace notarizations are done correctly.

29 • Facing The New Notary Frontier



Richard Garriott has pursued several amazing careers in his lifetime and — with the help of his Notary assistant — officiated the first-ever weightless wedding above Florida.

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Appellate Court Again Holds Notary And Employer To Higher Standards

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OUR MISSION

The National Notary Association is committed to the education and service of Notaries throughout the United States. As the foremost authority on the American Notary office, we are dedicated to imparting knowledge, understanding and unity among all Notaries, and instilling in them only the highest ethical standards of conduct and sound notarial practice.

OUR READERS' RIGHT

'Vancura v. Katris'

When the *Vancura v. Katris* court decision first appeared, I made a copy of the court's decision as the NNA reported on it, along with *The Notary Public Code of Professional Responsibility* and took it to my boss with the words, "You need to be aware of your vulnerability when I am acting as a Notary Public."

Thank you for keeping everyone informed!

Beverly Van Orden, Vancouver, Washington

More information on the Vancura v. Katris court decision and how it affects Notaries can be found at NationalNotary.org/il/lawchanges/appellate.cfm. — The Editors

Foreign IDs

I would like to congratulate you for your article "Are Foreign IDs Acceptable IDs?" in the July 2009 magazine. It answered all the questions I had on this topic.

In my training to become a Notary Public, I was taught that the *matricula consular* cards issued by Mexican consulates are not to be used as primary IDs for notarization in California. I have declined many customers on various occasions for of this reason. I want to follow the law, but it upsets me so much that there are travel agencies that offer Notary services that accept *matricula consular* cards as IDs (and charge an additional fee) to gain that customer. Should I report this to the proper authorities?

Hector Baez, Hayward, California

Accepting improper IDs and charging additional fees to do so are violations of California Notary law. If you suspect such a violation is taking place, you can report it to the Secretary of State's Office. — The Editors

Thanks For Good Service

I just wanted to take a moment to compliment the NNA on its service. I became a Notary recently through your organization; the process was seamless, quick and easy. I also placed an order for a journal and was impressed with your eMail response and being able simply to click on a link that allows me to track my package on your Web site. Thank you so much for all the hard work you've done to make things easy for your members.

Brittany S. Price, Fort Myers, Florida

Letters To THE NATIONAL NOTARY

We welcome letters, comments and questions from you and reserve the right to edit for space and clarity.

Contact us at publications@nationalnotary.org or by fax at (818) 700-1942. Mail can also be sent to National Notary Association, Editorial Department, 9350 De Soto Ave., P.O. Box 2402, Chatsworth, CA 91313-2402.



Computers Cannot Provide The Personal Touch We Can

There is something about the future that is both frightening and inspiring. This is not news to any of us. Many books have been written and studies conducted on whether it's

possible to know the future by interpreting subtle physical signs in the present or the past.

In most visions of the future, computers and technology are increasingly instrumental and integral to the smooth functioning of human society. Already, both have changed the Notary environment and will only continue to alter how we operate as Notaries.

In his book, "The Next Hundred Years," political scientist George Friedman suggests that "since the computer reduces all information — music, film and the written word — to a number, it is also a unique way of looking at reason."

After a brief explanation of binary theory, which maybe we all should have paid more attention to in high school or college, he points out that, to a computer, everything is a number and while everything — from great literature to beautiful music — is accessible on the computer, in the end it is all reduced to zeroes and ones.

Of the computer, Friedman writes, "It can play music, but it cannot write it (not well at least), or explain its beauty. It can store poetry but cannot explain its meaning. It is superb at what it can do, but it excludes a great deal of what the human mind is capable of doing.

"It seduces people into thinking that other aspects of knowledge are either unreal or unimportant."

"Unreal" or "unimportant" is how many people view notarization. Its value is questioned, its purpose challenged. Our critics argue that technology is advanced

and secure enough to enable it to replace the notarial act.

If there is anything we should take into the new year, it is a reminder that as Notaries we are both doers and thinkers.

We enable the legal and business communities to function securely by the acts we perform and the application of an intellect and an understanding that cannot be achieved by any scanner or computer program. Friedman, with his insight into American culture, writes that we "value getting things done and not worrying too much about why whatever thing you are doing is important."

As Notaries, we both value getting things done and understanding its importance.

Verifying identity and helping to thwart fraud through our personal presence during the critical moments of an important transaction affords a great deal more security than do complex passwords and a list of security questions.

The next time we reflect on how technology has enhanced our lives, we should also recognize that, while there are number of things it can do, it has certain limitations and will not replace the fruits of a rationality that come only from the human mind.

As Notaries, we may not boast the sizzle of the latest iPod or the speed of the hottest new laptop, but we can contribute an irreplaceable security component to any sensitive transaction by virtue of our very human ability to reason.

Deborah M. Thaw can be reached at dmtbaw@nationalnotary.org