

Records Department

*Title frequently asked questions**

Q: What happens to my titles once they are received at NextGear Capital headquarters?

A: *Titles and documents are scanned into our system via sophisticated software applications to ensure the highest quality.*

- 1. Images are both systematically and manually verified and then associated to your floor plan.*
- 2. You may view a digital copy of your titles via your login on myNextGear.**

Q: How are my physical titles stored at NextGear Capital?

A: *Titles and supporting documents are stored in NextGear Capital's state-of-the-art title vault.*

- 1. Each individual title and supporting documents are placed in a unique RFID labeled, bar-coded file folder.*
- 2. These bar codes and RFID labels allow our staff to easily locate and retrieve the file anywhere in our offices and facilitates processing title requests.*

Q: How are titles shipped and tracked from NextGear Capital?

A: *1. NextGear Capital's title system is integrated with FedEx and their web tracking system.
2. Our title system creates a unique waybill for each shipment. This waybill includes a FedEx tracking number and link, which is provided to you via an automated email once the package is shipped from the title vault.*

Q: How does NextGear Capital ensure my title is secure?

A: *1. An HFC-125 Fire Suppression System protects NextGear Capital's title vault. HFC-125 is an odorless and colorless compressed gas that extinguishes a fire by a combination of chemical and physical mechanisms. It leaves no residue and has acceptable toxicity for use in occupied spaces.
2. Our title vault has a 6 hour fire rating, meaning it would take 6 hours for a fire to burn through the walls from the outside. The common industry standard for document storage is a 2 hour fire rating.
3. Access to the title vault and titles is restricted to approved personnel only.
4. All titles and documents remain in the title vault until an employee with the appropriate authorization requests the title for processing or shipping.*

Q: What emergency procedures and/or Disaster Recovery plan has NextGear Capital put in place to protect the titles and vault?

A: *1. To maintain business continuity, all data systems are replicated electronically at two separate off-site data centers.
2. In the event of catastrophic loss, though any catastrophic loss would be unexpected, NextGear Capital will work with all state title agencies, auctions and tag offices, as necessary.*

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