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Citigroup
Rekon2000 Custom Enhancements

Recently Signed Upgrades/Installs:

Aurora Loan Services
Productivity Upgrade

The Tech Support Circus Act

Tech Support:
“What does the screen say now?”

Customer:
“It says, ‘Hit ENTER when ready.’”

Tech Support: “Well?”

Customer:
“How do I know when it’s ready?”

The internet is full of jokes about tech support. Most of them are based on real or imaginary incidents with non-techies who “don’t get it.”

Customer: “I received the software update you sent, but I am still getting the same error message.”

Tech Support: “Did you install the update?”

Customer: “No. Oh, am I supposed to install it to get it to work?”

These jokes are all very entertaining, but our own Tech Support people tell us we don’t get conversations like this with our clients. Maybe these hilarious scenarios happen at Microsoft or at computer manufacturers’ support desks.

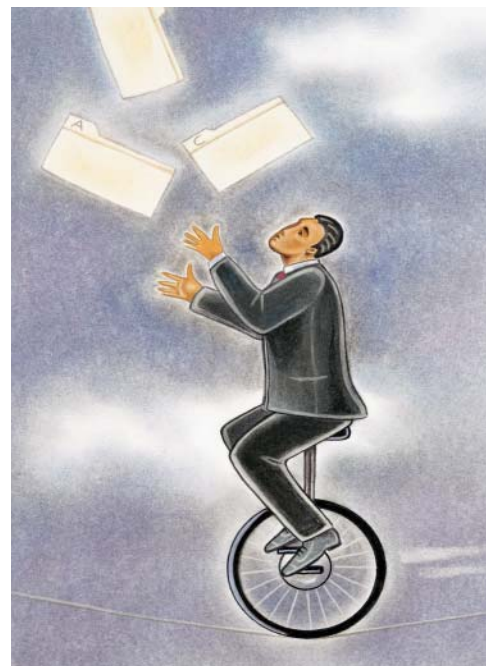
Our clients know their business. We don’t spend our time explaining to people how to plug in their computer, or telling them not to use their CD drive as a cup holder.

We learn from our clients.

In our Tech Support department we make thorough notes of each tech call, and we review them again and again, putting them in categories, to make sure we don’t miss something that is a problem for our users.

Tech Support is a two-way street. We’d like to operate under the illusion that we are omnipotent and our clients are merely a great matrix upon which we make our immortal stamp. But the truth is too often the other way around. We learn as much as we teach.

A high percentage of our tech support issues are training. Someone calls and doesn’t know how to get a certain result, for instance. Our Tech Support rep walks them through it, and that’s that. These are the easy calls. But we



get a lot of calls that force us to change our software or our procedures, based on data from a client. In fact, it’s often data from more than one client. It’s not at all unusual for us to hear about something from more than one source at the same time.

Sometimes it takes sleuth work to figure out what the problem is.

There’s an old story that goes around about the General Motors customer who had trouble with his car when he bought certain flavors of ice cream. We don’t know if it’s true or not, but it’s an entertaining story, and it makes a very important point. The customer supposedly complained to his auto manufacturer that his car wouldn’t start when he bought ice cream, unless he bought chocolate or vanilla.

The man insisted it was the truth. He didn’t sound like a nut, so GM is supposed to have had a rep check out the situation. It turned out that the man went to buy ice cream every Sunday evening – it was a family tradition. They would decide what flavor to get. If he didn’t buy chocolate or vanilla,

Continued on page 3, column 1

Message from the CEO: The Human Factor

We live in a society where big corporations advertise that their advantage is their "people," and have graphic representations like a small army following around a cell phone user to illustrate how many people back him up.

In all honesty, I have gotten real help from time to time, but more often when I try to get customer service I am likely to get a recording telling me how important my call is to fill-in-the-name-of-the-company.

In other ads, home improvement stores tout the expertise of their workers in advising you how to do your next do-it-yourself project. I have found competent help in some of these stores from time to time, but more often, I can't find anybody at all – until I come around a corner and find about six employees shooting the bull with each other while the customers search the shelves with glazed eyes.

When you run into this kind of stuff, customer service seems to be a lost art.

On the other hand, there are companies that have made their success

with good customer service. Coffee stores that cater to highly individualistic orders quickly and with a smile and furniture stores that use computers to help you design a kitchen or an office are examples that come to mind. And when you are buying a car or getting one serviced, you run the gamut on this issue from bad to good depending on the dealer.

What makes the difference? Is it the "people?"

Yes, of course it is, but there is more to it than that. You can have good people, but if you don't train them well and use them properly you'll still lose the game. It's a fact that most people are good, and are doing their best. But they can be foiled by a poor customer service policy in the company.

Our version of customer service at Rekon is called Tech Support. It's one of the most important jobs we do. Because of the nature of our product, a Tech Support person has to understand our software, and understand the industry we work in. Those are two different "expertises" (if that's a word.)

Good tech support is not a syrupy concept like, "The customer is always right." It is important to maintain good relations with clients, and

that's our first rule. But any client wants guidance. We feel that it's up to us to try to understand the real problem the client is trying to solve. If we don't "get it," we can't competently help. We try to make sure we understand the problem, then we try to make sure we understand what the client wants to do as a solution, then we either go ahead with that solution, or we suggest an alternative, if we think there is a better way.

But the main thing we do in customer service, or try our best to do, is devote someone to the problem until it is solved. We aren't into a lick and a promise. We want to go through it until it's all the way done. We have business hours, but we also make ourselves available 24x7 for emergencies. And we will devote resources for clients who are doing weekend installs or testing or updates. We have been known to have more than one person on the phone for as much as 8-10 hours to help get a client through a big install or testing procedure.

So, yes it is the people. But it's also our commitment as a company to train the people and make them available to our clients. We've had to get customer service or tech support from Microsoft, our ISP, our telephone company, our computer suppliers and manufacturers, and others, and we think our commitment is better than any of them.

Stanley Gainsforth
Founder and CEO



The Lien Release and Assignments Solution

The world after payoff is unlike any other in the mortgage servicing industry. There's the administrative juggle, the 3600+ State and County document requirements to manage, fee maintenance and updates for recording fee checks, the clearing of the title as the lien was sold from lender to lender, and the risk involved if the lien release is not prepared in time.

The Rekon products address all aspects involved in the world after payoff. If you're interested in learning about Rekon, contact our Sales Team at 626-577-4350.



DokTrak™: The Post-Closing Management Solution

All post-closing activities and functions can be handled with the Rekon Technologies' DokTrak™ software – the most robust post-closing, file and document tracking solution on the market.

Capable of high-volume processing, DokTrak is a comprehensive solution for the gap between the loan origination software or acquisitions and the boarding system. DokTrak provides data-warehousing capabilities to retain, manage, track and monitor loans for exceptions processing, securitization management and file routing.

eRecording Is Growing!

We had a major expansion in new counties going live with eRecording on the Rekon2000 system. 101 NEW counties were recently added since our last newsletter. As our eRecording list grows with new recording districts continuously being added to the Rekon2000 system through our various partnerships with ACS, Ingeo and US Recordings, you will want to start looking at how this could improve your bottom line. Here is the latest list of counties available for eRecording. To find out about recording districts in the pipeline, go to our website and click on the eRecording Update link at <http://www.rekon.com>

Counties in Production		IA		IA		IA		PA	
Maricopa	AZ	Appanoose	IA	Jasper	IA	Winneschick	IA	Philadelphia	PA
Yavapai	AZ	Benton	IA	Jefferson	IA	Woodbury	IA	Bexar	TX
Los Angeles	CA	Boone	IA	Johnson	IA	Worth	IA	Brazoria	TX
Orange	CA	Bremer	IA	Jones	IA	Wright	IA	Collin	TX
Riverside	CA	Buchanan	IA	Keokuk	IA	Champaign	IL	Dallas	TX
San Bernardino	CA	Buena Vista	IA	Kossuth	IA	Cook	IL	Denton	TX
San Diego	CA	Butler	IA	Lee	IA	DuPage	IL	Ft. Bend	TX
Alamosa	CO	Calhoun	IA	Linn	IA	Rock Island	IL	Harris	TX
Arapahoe	CO	Carroll	IA	Louisa	IA	Winnebago	IL	Hidalgo	TX
Baca	CO	Cass	IA	Lucas	IA	Sedgwick	KS	Midland	TX
Boulder	CO	Cedar	IA	Lyon	IA	Wyandotte	KS	Nueces	TX
Conejos	CO	Cerro Gordo	IA	Mahaska	IA	Middlesex	MA	Parker	TX
Delta	CO	Cherokee	IA	Marion	IA	North	MA	Tarrant	TX
Douglas	CO	Chickasaw	IA	Marshall	IA	Ingham	MI	Webb	TX
Eagle	CO	Clarke	IA	Mills	IA	Macomb	MI	Wichita	TX
El Paso	CO	Clay	IA	Mitchell	IA	Oakland	MI	Williamson	TX
Gilpin	CO	Clinton	IA	Monona	IA	Ottawa	MI	Salt Lake	UT
Jefferson	CO	Crawford	IA	Monroe	IA	Crow Wing	MN	Fairfax	VA
Kit Carson	CO	Davis	IA	Montgomery	IA	Martin	MN	Spotsylvania	VA
La Plata	CO	Decatur	IA	Muscatine	IA	McLeod	MN	King	WA
Larimer	CO	Delaware	IA	O'Brien	IA	Renville	MN	Snohomish	WA
Mineral	CO	Des Moines	IA	Osceola	IA	Wabasha	MN	Brown	WI
Moffat	CO	Dickinson	IA	Page	IA	Boone	MO	Chippewa	WI
Pueblo	CO	Dubuque	IA	Palo Alto	IA	Lincoln	MO	Columbia	WI
Routt	CO	Emmet	IA	Plymouth	IA	St. Louis City	MO	Dane	WI
Weld	CO	Fayette	IA	Polk	IA	Durham	NC	Eau Claire	WI
Bay	FL	Floyd	IA	Poweshiek	IA	Mecklenburg	NC	Kenosha	WI
Brevard	FL	Franklin	IA	Sac	IA	New Hanover	NC	Milwaukee	WI
Broward	FL	Fremont	IA	Scott	IA	Gloucester	NJ	Ozaukee	WI
Duval	FL	Greene	IA	Shelby	IA	Monmouth	NJ	Portage	WI
Hillsborough	FL	Grundy	IA	Sioux	IA	Ocean	NJ	Racine	WI
Orange	FL	Guthrie	IA	Tama	IA	Passaic	NJ	Rock	WI
Palm Beach	FL	Hamilton	IA	Taylor	IA	Union	NJ	St Croix	WI
Polk	FL	Hancock	IA	Van Buren	IA	Washoe	NV	Washington	WI
Adair	IA	Harrison	IA	Wappello	IA	Butler	OH	Waupaca	WI
Adams	IA	Henry	IA	Warren	IA	Delaware	OH	Winnebago	WI
Allamakee	IA	Humboldt	IA	Washington	IA	Richland	OH		
		Ida	IA	Wayne	IA	Tulsa	OK		
		Iowa	IA	Webster	IA	Allegheny	PA		
		Jackson	IA	Winnebago	IA	Lancaster	PA		

To find out more about our eRecording system, contact our Sales Team at 626-577-4350 or email us at sales@rekon.com.

The Tech Support Circus Act

Continued from page 1

his car wouldn't start. What the tech person found was that the chocolate and vanilla were in the front of the store by the cash register. The other flavors were far in the back, and it took a few minutes longer to get them – which was long enough for the car to suffer a vapor lock, making it impossible to start. Of course the vapor lock would eventually disappear and the car would start again, and we suppose the auto maker had a way of adjusting the car so the vapor locks weren't a problem. But there's a very important point here:

Just because the complaint doesn't make sense at first doesn't mean there's nothing wrong. People don't call unless there is something wrong. It's up to us to wade through the descriptions and explanations until we find the problem and the solution.

So, from time to time, we humorously describe mysterious complaints as "ice cream problems." But we aren't really laughing. These problems are always real. And by the time we get to the bottom of the matter, they always make sense. It is our job to interpret what is going on and solve the problem. We are good at it, too.

But the one thing that's clear is that Tech Support is a vital communication line with our clients. And for any company this is true, whether they call it "Tech Support," or "Customer Service" or something else. Communication is the way to solve any problem, and it's the way to build any relationship. So, you can gauge the degree to which a company is alive by looking at their Tech Support function. If they can communicate with their public and serve their public, they are up and running. We back up our Tech Support people because we know they are the voice of the company. And because we want our clients to know that when they call in they are talking to someone who can and will help.

Rekon Buzz – The Bi-Weekly Update of All Things Recording

We are extending our free trial to the Rekon Buzz, a bi-weekly email subscription of regulatory changes, fee updates, system enhancements, recorder address changes and all things involving the world of recordation. Anyone interested in these topics can sign up for the free trial subscription. Contact our Sales Team at 626-577-4350 or email us at sales@rekon.com to sign up.



PRSR STD
US POSTAGE
PAID
MARKETSHARE

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Upcoming Events

Event	Location	Dates
MBA's National Secondary Market Conference & Expo 2007	Marriott Marquis Times Square (New York, NY) – Booth 1012	5/20/2007 – 5/23/2007
MBA's Document Custody Conference	Hyatt Regency on the Riverwalk (San Antonio, TX)	9/9/2007 – 9/11/2007
MBA's 94th Annual Convention & Expo 2007	Hynes Convention Center (Boston, MA)	10/14/2007 – 10/17/2007

About Rekon Technologies Rekon Technologies is a software company based in Pasadena, California recognized nationally as one of the key providers of software systems to the mortgage loan servicing industry.

The Rekon system is known for its advanced method of lien release and assignment document preparation. DokTrak provides solutions to the ubiquitous problem of file and document tracking.



County Update

State	County	Description
IL	Marshall	<p>As of Feb 1st, 2007, Marshall County, Illinois, has increased their recording fees for Releases and Assignments.</p> <p>Releases & Assignments: \$42.00 for the first 4 pages. \$1.00 for each additional page.</p>
IN	Rush	<p>Rush County, Indiana, has changed their address.</p> <p>Rush County Recorder 101 East 2nd Street, Room 208 Rushville, IN 46173</p>
KS	Bourbon	<p>This county requires 2 1/2" top margin across the first page of release and assignment documents. This area needs to be completely blank. If this area is not provided, the county will attach a cover page and charge an additional \$2.00 fee.</p> <p>Clients should increase their fee by \$2.00 until they receive an update containing this change.</p>
KS	Douglas	<p>Douglas County, Kansas, has changed both their mailing and overnight delivery addresses.</p> <p>Douglas County Recorder P.O. Box 747 Lawrence, KS 66044-0747</p> <p>Overnight deliveries: Douglas County Recorder 1100 Massachusetts Lawrence, KS 66044</p>
MO	Franklin	<p>Franklin County, Missouri, has changed their address.</p> <p>Recorder of Deeds 400 E Locust, Room 102 Union, MO 63084 Phone: (636) 583-6367 Fax: (636) 583-7330</p>
MO	Stone	<p>Stone County, Missouri has changed their address as of Jan 1st, 2007. We have added a fax number and website for this county as well.</p> <p>Rekon has been updated with the information listed below:</p> <p>Recorder of Deeds 108-A East Fourth Street P.O. Box 186 Galena, MO 65656 Fax: (417) 357-8131 Website: http://www.stoneco-mo.us</p>

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PA	All Counties	A statewide survey of Release recording fees was conducted. The following is the summary of the results:																																																																																																																																										
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