

Instructions for Ordering Payoff Letters

To begin, please go to www.msricelaw.com and click on "Purchase Payoff Letter."

To purchase documents, please:

1. Enter the Community Name of the subject property and click "submit"
2. Click on the appropriate community.
3. Enter all required information under "Request Package" and click "next."
4. On the order page, select the documents you wish to purchase by placing a check in the box next to the specific documents.
5. Enter the required (indicated by red dot) Escrow / Loan / Lender information.
6. Enter the date you require the documents to be completed by.
7. Click **CALCULATE CHARGES** to be taken to the credit card page
8. Fill out **ALL ITEMS** on Credit Card page and click **PAY FOR DOCUMENTS**
9. An email receipt that includes your unique **TRANSACTION CODE** will be emailed to the email address entered on the credit card page.
10. You will be sent additional emails notifying you that the management company has approved and released your closing documents.

When the credit card has processed, you will be taken to the Order Confirmation Page
From the Order Confirmation Page, you will be able to:

1. View an order recap
2. Print a receipt

To retrieve the closing documents you have purchased (after approval):

1. On the M. Susan Rice website, click the same link you used to begin the document purchase process.
2. In the lower box, enter your transaction code and click **SUBMIT**.
3. **Click on the links** to download your purchased documents.

** If the link on the order confirmation page says "Pending Management Company Approval", your document has not yet been released by the Management Company. As soon as it is released, you will be notified via email.

**IF YOU HAVE ANY QUESTIONS ABOUT THE PROCESS, PLEASE CONTACT
AssociationREADY OUR DOCUMENT PURCHASE SUPPORT AT (888) 497-8832**