

Dear Valued Real Estate Professional and/or Real Estate Attorney,

As you may know, the Mercer County Clerk's Office is currently experiencing a computer server problem that is preventing us and the public from accessing our Land Records Management System. Because we cannot access the system, we are unable to record and e-record documents. Moreover, property searches cannot be performed through the computer search system.

However, we have been advised that the data we maintain is safe.

I wanted you to hear directly from me as County Clerk that I am taking the following actions to remedy this temporary technology problem:

- My Office is working closely with the Mercer County technical team as well as outside professional IT consultants, and our vendors, to restore service.
- Our Office was in the process of replacing our older server at the time this problem arose.
- I was advised on Friday, September 26 by our technical consultant that the Mercer County Clerk's Office should be able to resume recording and property search services in approximately two weeks (in mid-October).
- To protect property rights, once we resume property recording, we will do so in the order that your document has been submitted to this office. Documents received in our Office during this period will be date and time-stamped in order to be recorded in the order they are received. If e-recorded, we will accept it based on time and date submitted on that platform.
- Our Office will work extended hours once service is restored, to make sure we have no recording backlog. My Office is proud of having no backlog for the last 19 years and we will maintain this status.

Further, I am working with the State of NJ Department of Treasury, so that we can continue to perform Notary Services at the present time. We are swearing in Notaries Public. Also, we continue to offer passport services to those seeking to obtain a U.S. passport through our Trenton and Hamilton locations.

Property searches are not currently available for records maintained digitally but our office can pull books for properties from our storage facility for properties recorded before 1997.

Please be assured that the County Clerk's Office computer problem does not impede our ability to provide election and vote-by mail services, as these are handled on a separate server. Voters may walk in to obtain a vote-by-mail ballot at this time, during regular business hours.

We appreciate your patience during this time. Please know we are working diligently to resolve all technical issues and aim to have everything up and running soon. You are valued customers and as such, we will continue to update you when progress is made. If you have questions, you can contact our office at 609-989-6466. I am committed to keeping the lines of communication open.

Sincerely,

Paula Sollami Covello, Esq.

Mercer County Clerk