



Training Bulletin

Number 2010-03

To: All MERS Members

March 2, 2010

Re: Certifying Officer Certification Process

As announced in [Policy Bulletin 2010-1](#), MERS is implementing a revised certification process for Mortgage Electronic Registration Systems, Inc. (MERS) certifying officers starting April 19, 2010. The certification process will use a web-based system, the Corporate Resolution Management System (CRMS), to enable each Member to request a MERS corporate resolution, manage their certifying officer list, and facilitate the certification of their MERS certifying officers. (For detailed information about the functions of the corporate resolution and certifying officer list, see Rule 3 of the [Rules of Membership](#).)

The MERS Project Manager at your organization will be responsible for managing this process and will have administrative access to the CRMS for your organization. Your MERS Project Manager is the person responsible for managing the day-to-day MERS processes in your operations, initially including MERS implementation and integration. If you need to update the Project Manager contact information you have provided to MERS, please contact the MERS Customer Data Manager at shannaq@mersinc.org. Besides requesting your corporate resolution and maintaining your certifying officer list, your MERS Project Manager receives Annual and Integration Surveys.

To facilitate the transition to the revised process, **no new corporate resolutions will be issued and no certifying officer lists will be updated between March 17, 2010 and April 18, 2010**. If you request a new corporate resolution or updated certifying officer list during this freeze period, your company will be transitioned to the revised process starting April 19th.

New Members who require corporate resolutions will be given access to the CRMS when they begin integration. Existing Members with corporate resolutions will be transitioned into the CRMS in phases starting in April; during the transition, existing corporate resolutions will remain in effect with no lapse in signing authority. **Your MERS Project Manager will be contacted via email when it is your company's turn to begin the process**. No action is required from you before your MERS Project Manager is contacted. However, if you request an update to your corporate resolution or certifying officer list after April 19th, you will need to complete the CRMS certification process to accomplish the update.

The introductory email sent to your MERS Project Manager will include CRMS administrative login information that enables your MERS Project Manager to enter contact information for each prospective certifying officer for your organization. Each prospective certifying officer will then receive an email containing individual login information that enables them to complete their certification on the CRMS. As the CRMS administrator for your organization, your MERS Project Manager will be able to remove certifying officer names, add names for approval, and update contact information as needed.

The CRMS will provide a primer containing information to be reviewed by each prospective MERS certifying officer in order to complete a brief online questionnaire. Successful completion of this questionnaire is required to be eligible for approval as a MERS certifying officer. **MERS will not approve a Member's corporate resolution or update a Member's certifying officer list until all prospective MERS certifying officers listed for that organization have successfully completed the questionnaire**.

If you have any questions about this process, please contact merscertifyingofficer@mersinc.org.