



*Unparalleled Property Services*

DATE: 1/1/2023  
TO: All Title Companies, Closing Agents  
FROM: Castle Group – Estoppel Department  
SUBJECT: Estoppel Ordering

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Please visit our website [www.castlegroup.com](http://www.castlegroup.com) for convenient ordering of Estoppels/Closing Documents.

The following browsers are supported by our website due to security measures:

- Google Chrome version 24.0 or higher
- Microsoft Internet Explorer version 10.0 or higher
- Mozilla Firefox version 10.0 or higher
- Opera version 15.0 or higher

Click **Resale Documents** on the far upper left-hand corner. You will be redirected to the Resale and Lender Documents page. Click **Register** as you will need to complete this step to order documents from our site. After registering, you will receive a confirmation link via your email. After completing the confirmation link step, you may proceed to log-in using the email and password you have chosen. After you are logged in, click **New Request** to begin the order process. Enter the necessary criteria to search for the property address and make your selection. Please verify that the owner name listed on our site is correct. If it is, please proceed by using the boxes on the left to make your selections. After payment is made, a confirmation email will be sent to the registering email as your receipt.

#### **Pricing**

- Title Bundle \$299.00
- Estoppel Letter \$299.00
- Account Ledger \$20.00
- Association W9 \$20.00
- Delinquent Balance Fee Additional \$179.00
- Standard Questionnaire (Castle Form) \$150.00
- Custom Questionnaire Form \$300.00
- Lender Bundle (includes custom form only) \$330.00

#### **Delivery Options**

- Standard Service is ten (10) business days (no extra fee)
- Expedite Service is three (3) business days for an additional \$119.00

Note: All documents will be provided via email ONLY to the registering email address used to place the order.

#### **Payment Options**

- Credit Card
- E-check (ACH)

Note: Our office does **not** accept paper checks. In addition, our website does not accept American Express. As an alternative, the closing agent may ask their client to place the order instead. Please do not mail checks to our office as it will cause delays.

Should you have any questions please do not hesitate to contact our Resident Service Team at 954-792-6000 or 1-800-337-5850.

**WE WILL ONLY ACCEPT ONLINE ORDERS THROUGH OUR WEBSITE AND ALL PAYMENTS MUST BE MADE BY ELECTRONIC CHECK (E- Check) OR CREDIT CARD.**