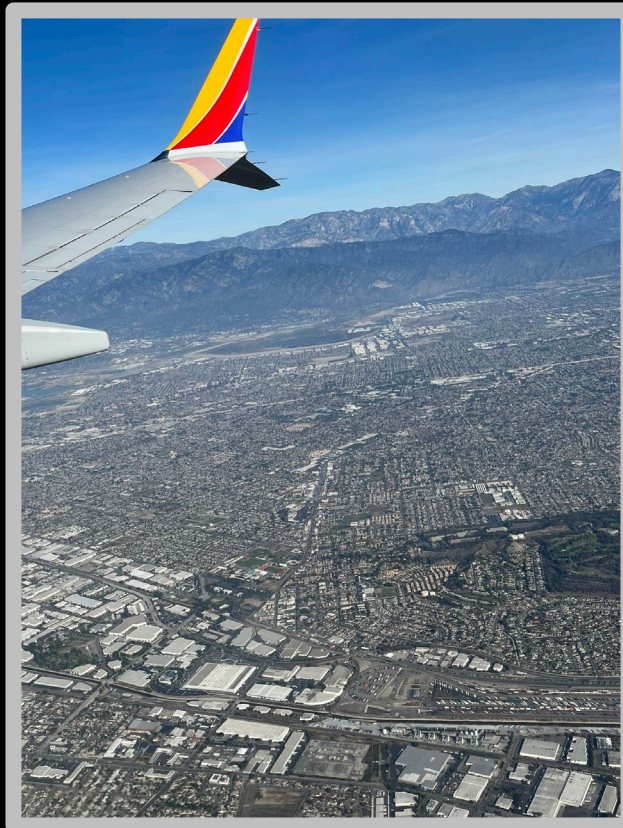


# FRED AND ELAINE'S VISIT TO THE NATIONAL NOTARY ASSOCIATION

December 4, 2023



## **Our Visit to The National Notary Association (NNA) Headquarters in Los Angeles, CA**

Fred and I have been members of the National Notary Association (NNA) for more than twenty years. While attending the 2023 NNA Conference in Scottsdale, Arizona, we decided that it was time to visit the headquarters of the Association that had given us superior notarial guidance for many years. I conveyed our desire to Nicola Jackson, NNA Director of Training, and she welcomed our visit wholeheartedly.

On Sunday, December 3, 2023, we flew from Maryland on Southwest Airlines to LAX Airport in Los Angeles, CA, to visit NNA.

### **About Elaine and Fred Harris**



Elaine Wright Harris is a Professional Notary Public Educator and Maryland Title Insurance Pre-Licensing and Continuing Education Instructor. She developed a comprehensive notary public course program at Prince George's Community College (PGCC) in Largo, MD. For more than a decade, Elaine has coordinated, in conjunction with PGCC, an annual Maryland Notary Public program to further enhance the knowledge and skills of notaries public. In 2009, NNA awarded Elaine as Notary of the Year. She is also an NNA Ambassador and Conference Workshop Presenter. Elaine received a Bachelors Degree in Business Administration from George Washington University in Washington, D.C.

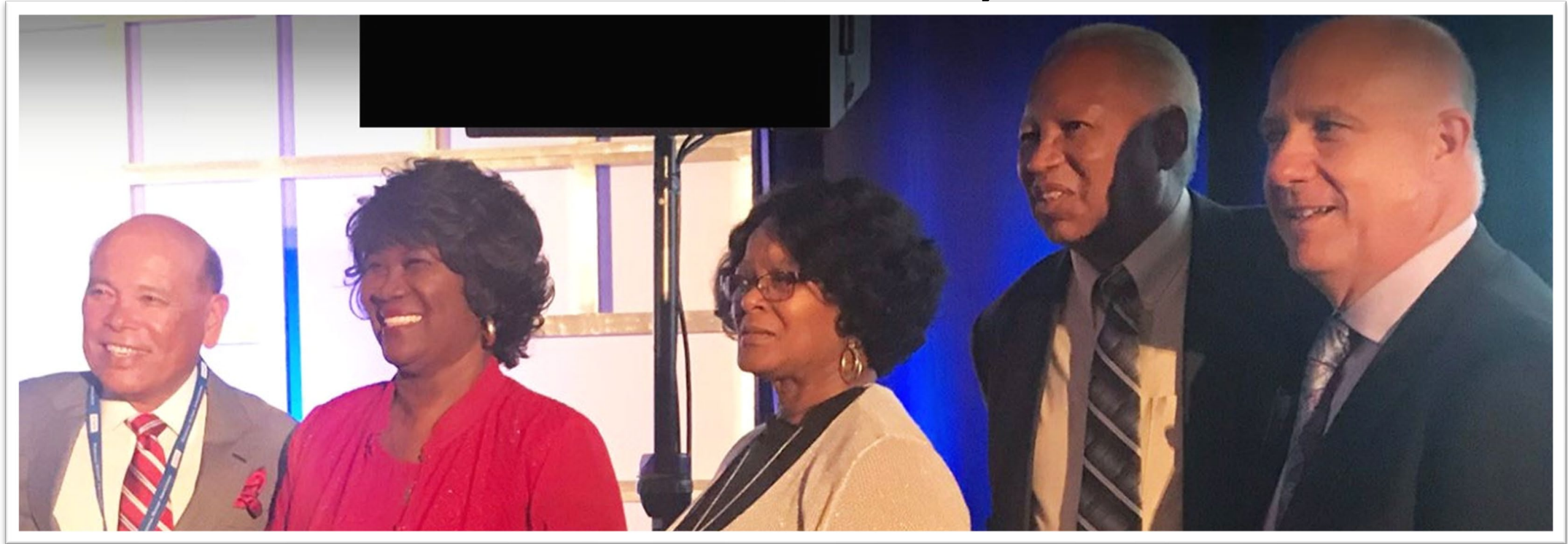


Frederick (Fred) Harris is a Professional Notary Public Educator at Prince George's Community College and Maryland Title Insurance Producer Independent Contractor (TIPIC). He has performed thousands of notarizations for the general public and the mortgage industry as a Full-time Notary Public and Maryland TIPIC (aka Notary Signing Agent) for more than 20 years. Fred received a Bachelors Degree in Business Administration from Southeastern University in Washington, D.C. Fred is also a United States veteran.

Fred and Elaine are also instructors for the Maryland Secretary of State Course of Study for NEW and RENEWING notaries.

# About NNA's Outstanding Leadership

Milton Valera and Thomas Heymann



*(Left to right: Milton Valera, Chairman, Elaine Harris, Wanda Moore, Frederick Harris, and Thomas A. Heymann, President and Chief Executive Officer)  
[Picture taken at the 2018 National Notary Association Conference Green Valley Ranch Resort Spa & Casino, Henderson, NV]*

Milton (Milt) Valera became President and CEO of NNA in 1982 and served for over four (4) decades. During his tenure, he oversaw all major notary education, support programs, and services. Fred, Wanda, and I met Milt in 2004 at our first NNA Conference in Philadelphia, PA. Thomas (Tom) Heymann assumed the role of NNA President and CEO in 2012. His leadership continues to make NNA the premier notary association in the United States. We met Tom at the 2012 NNA Conference in San Diego, CA.





# Monday December 4, 2023

Fred took a snapshot of me while I was sitting in the lobby of the Marriott Residence Hotel in Chatsworth. Our excitement was mounting as we waited for the Uber ride to the National Notary Association headquarters.

*Yes!*



Hi, I am Wanda Moore.  
Due to unforeseen  
circumstances, I was  
unable to accompany  
Elaine and Fred on this  
trip; but I was there in  
spirit.





National Veterinary Association

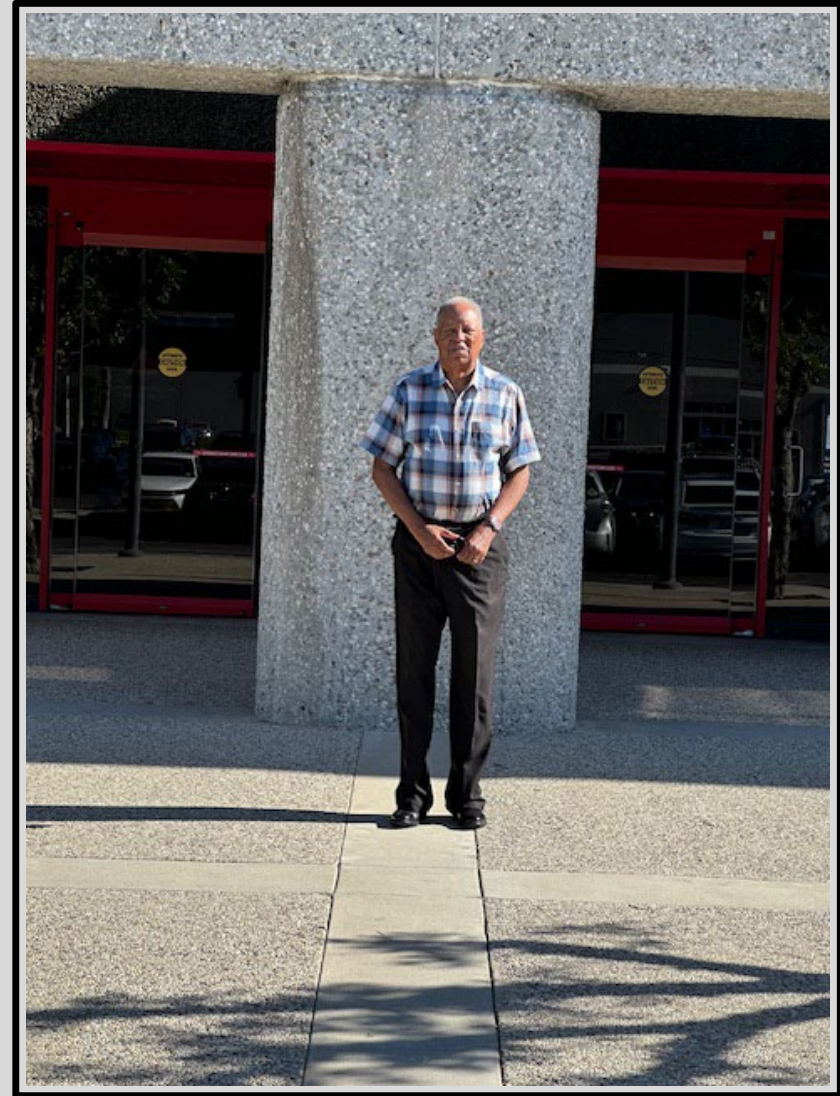
Handicapped  
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# We Arrived at the National Notary Association Headquarters!





# Nicola Jackson, Director of Training



*Nicola Jackson*

Nicola greeted us with a big smile as we entered the building. As the Director of Training and Education, she works with her team to track industry trends, laws, and regulations to uphold the highest standards of Notary practice. She also manages the NNA Hotline which answers over 10,000 questions monthly from Notaries nationwide. Nicola has spent most of her career with the NNA as a seminar instructor where she taught Notary law seminars in 17 states and is highly regarded as a subject matter expert in Notary laws and practices.

The visitor sign-in went smoothly.

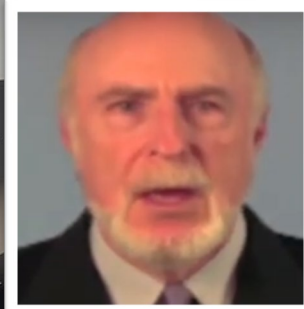
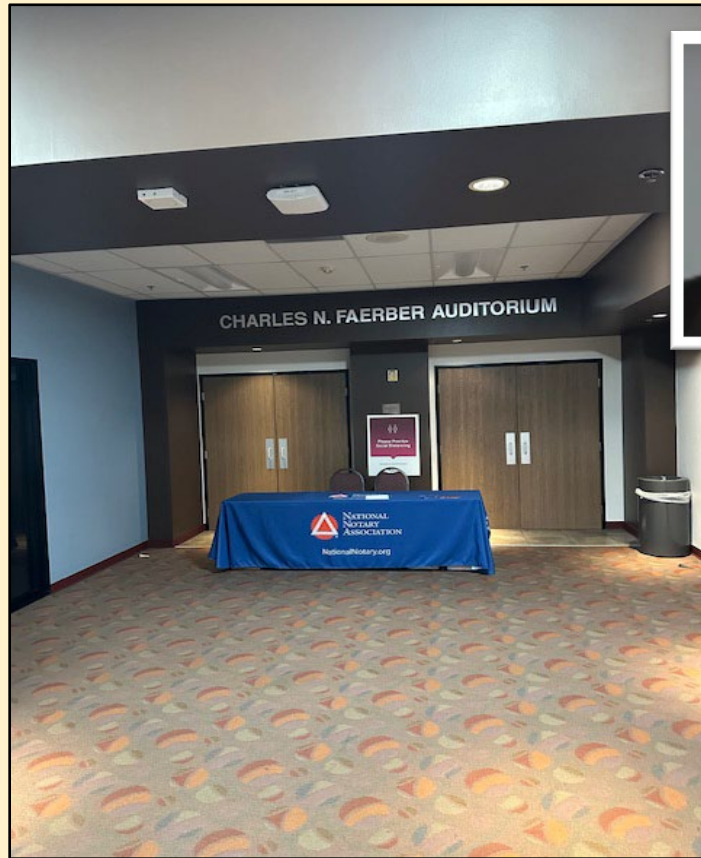


Then Nicola proceeded to guide us on a tour of the headquarters. The first stop was at the NNA Showroom, where we met James Berry, a staff member who is also a notary public. The showroom is open to the public for purchases of notary supplies.



*Elaine Harris, James Berry, and Fred Harris*

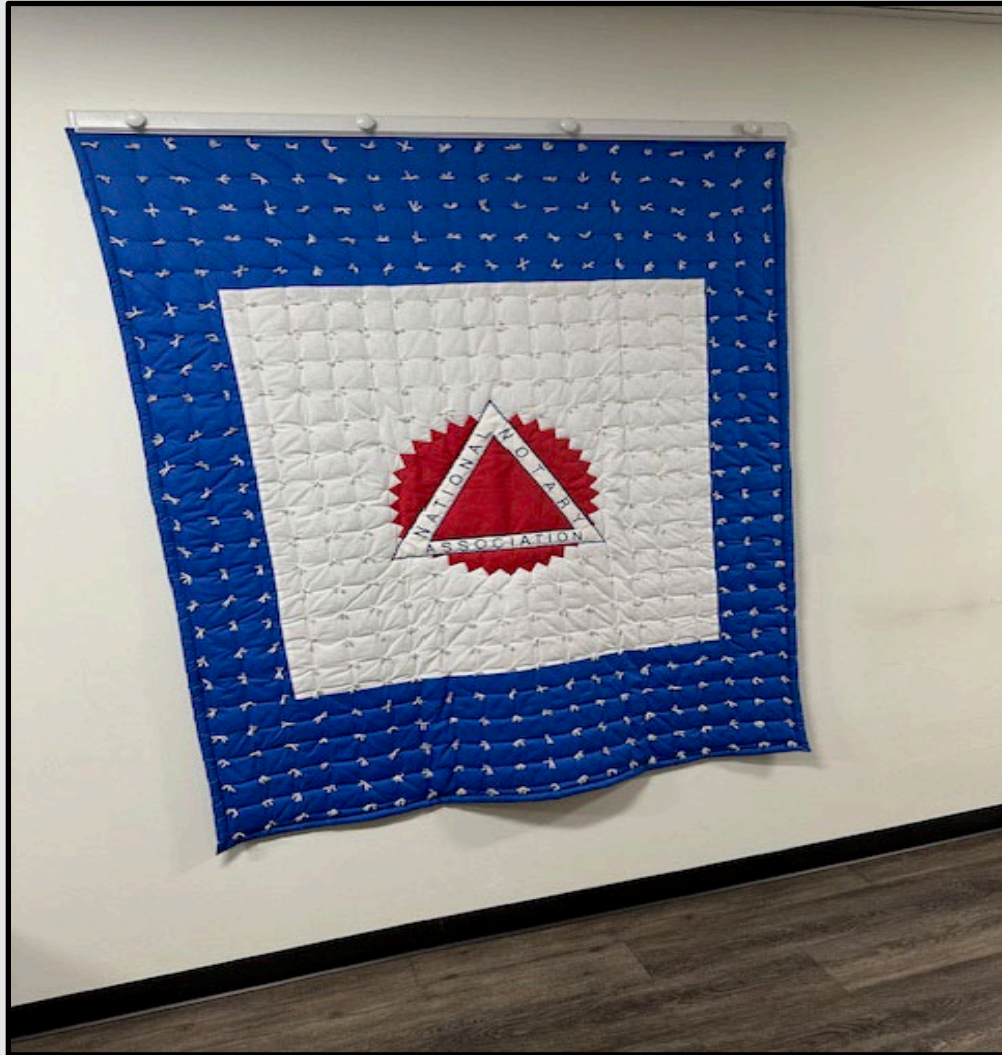
# CHARLES N. FAERBER AUDITORIUM



Our next stop was at the CHARLES N. FAERBER AUDITORIUM. Charles Faerber is the past Vice President of Notary Affairs. Early in our Notary Public career, we had the honor of meeting Charles Faerber personally at an NNA Conference. California state-required notary training classes are conducted in the Auditorium, which seats up to 140 students. Also, NNA holiday parties are held at this facility.



# Interesting Wall Décor Displaying NNA History and Memorabilia



As we walked through the hallway, we saw a beautiful woven quilt mounted on the wall. The NNA logo is woven in the center of the quilt. The quilt was presented to NNA by the Utah Secretary of State.

NNA does not fall short of its commitment to customers. Also, on the wall are five plaques stating the following superior customer service commitments that NNA provides:

1. Engagement whenever, wherever, and however chosen
2. An easy place to research and purchase solutions
3. Expert resources to become or renew as a Notary
4. Timely, responsive service with integrity, simplicity, and security
5. High-quality products and services

# OUR COMMITMENT TO customer experience





# OUR COMMITMENT TO customer experience





# Lunch was delicious!

Meet NNA Staff. To my left:

**Tamara Rhoads**

Training Logistics Specialist – works with Nicola in conference planning

**Iris Colocho Gil**

Training and Education Supervisor – Nicola’s right hand

**Yancy Luna**

Specialist – helps with state programs, membership, [nsa.com](http://nsa.com)

**Bri Solorzano**

Training Department – works with fingerprints and booking for seminars

**Brandon Rosenthal**

Marketing Team – Find a Notary expert

**Nicola Jackson**

Training Director

**Kat Garcia**

Communications Team

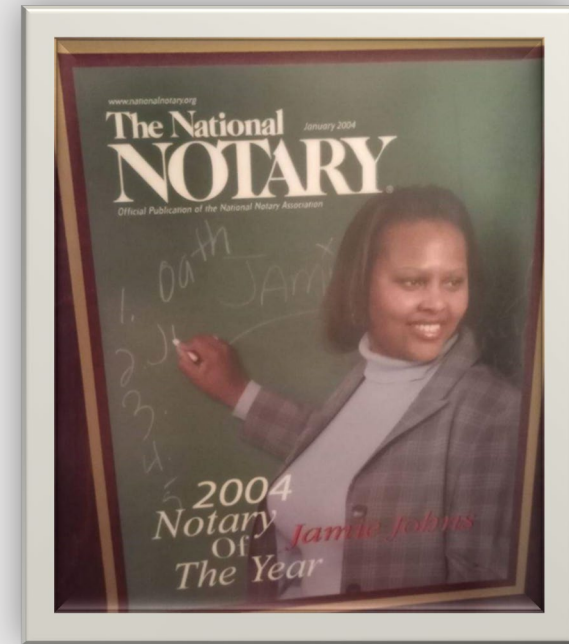




We were joined during lunch by Phillip Brown, Vice President of Communications, and Tom Heymann, President of NNA. Bill Anderson, Vice President of Government Affairs, joined us via Zoom.



Gerrie Pierre-Fluerimond



Jamie Liggins

After lunch, we continued down the "Hallway of NNA History and Memorabilia" to the Maryland Room. The wall was covered with plaques displaying "The National Notary" magazines published over the years. Some of the magazines included cover stories of award-winning 'NNA Notaries of the Year' spanning several decades.

I was touched to see the plaque displaying the 2003 Notary of The Year, Gerrie Pierre-Fluerimond, because we both had been given similar taglines by NNA. Her tagline: "Education, Motivation Are Keys to Her Success". My tagline: "Commitment To Elevate The Office Through Professionalism And Education". I met Gerrie at my 'first' NNA Conference held in Philadelphia, PA. Gerrie was one of the guest speakers at the Conference.

Jamie Liggins was awarded the 2004 Notary of the Year at the same Conference. Her tagline was "Dedicated To Strengthening The Professionalism Of Notaries" Jamie Liggins became my mentor.





*Nicola Jackson, Elaine Harris, and Kat Garcia*

This image depicts an expanded view of the wall displaying plaques of "The National Notary" magazines spanning over several decades.

The hallway also housed a library of past NNA's magazines attesting to the growth and development of the Association and Notaries Public served over the years.

*Note: I am pointing to the large library of magazines. I don't have anything in my hands. There is a magnolia flower on the table between the bookcases. lol!*



We passed the "California Room" as we headed to the Maryland Room! The California Room is set up as a collaborative workspace for staff.

CALIFORNIA ROOM





# THE MARYLAND ROOM



Nicola explained the birth of the Maryland Room. This room was set up to be used as a collaborative workspace for staff; the same function as the California Room. However, it did not have a name. Tom Heymann, NNA's President and Chief Executive Officer, suggested, "Let's call it the Maryland Room since Elaine and Fred are coming to visit from Maryland. It would be an opportune time to christen the room."

What an honor for all Maryland notaries public!

# The Cutting of the Ribbon!

Fred and I stood in front of the Maryland Room. Right before clipping the red ribbon, I said, "This is the Maryland Room!" There was applause. Fred opened the door, and we entered the Maryland Room!



*The Maryland Room is a model workspace! It is an honor for all Maryland notaries.*





The Maryland Room provides an ideal workspace for staff. The walls were filled with positive quotes: I am worthy; I am focused; I am happy; I am motivated; I am grateful.

Phillip Brown placed the March 2009 edition of The National Magazine on the wall. This issue featured me when I was awarded the 2009 NNA Notary of the Year. A copy of the magazine's cover page is on the next page.



Nicola Jackson, Elaine Harris, Phillip Browne, and Tom Heymann

www.NationalNotary.org

# The National NOTARY

March 2009



THE MAGAZINE FOR PROFESSIONAL NOTARIES

Revolutionary  
Changes To  
IDs P.18

Digital Strategies  
To Trump  
Paperwork P.28

Best Practices Are  
Answer To Risky  
Situations P.31

2009 Notary Of The  
Year Special Honorees



**2009**  
**Notary Of The Year**

*Elaine Wright*

# Elaine Wright Harris Maryland

Commitment To Elevating The Notary Office  
Through Professionalism And Education

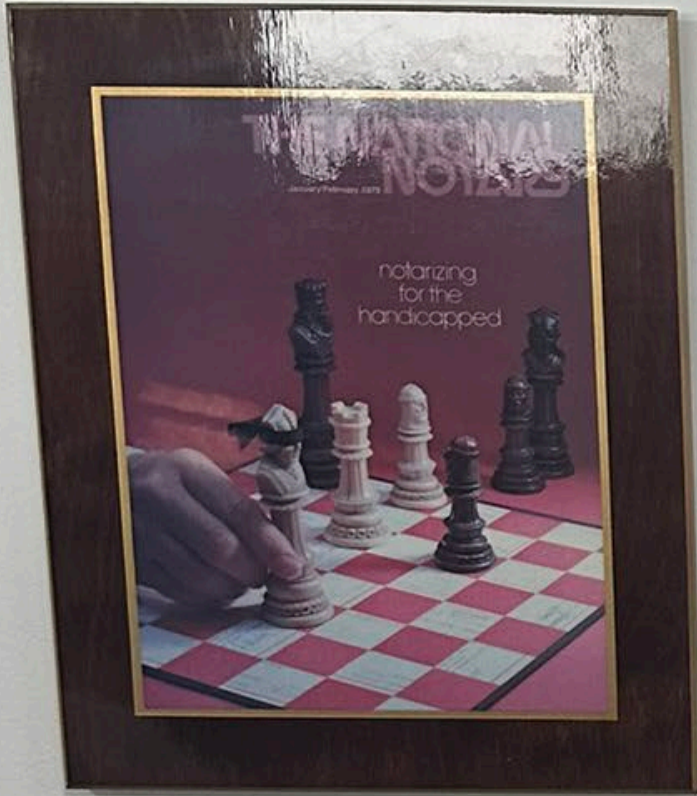
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## Cover Story

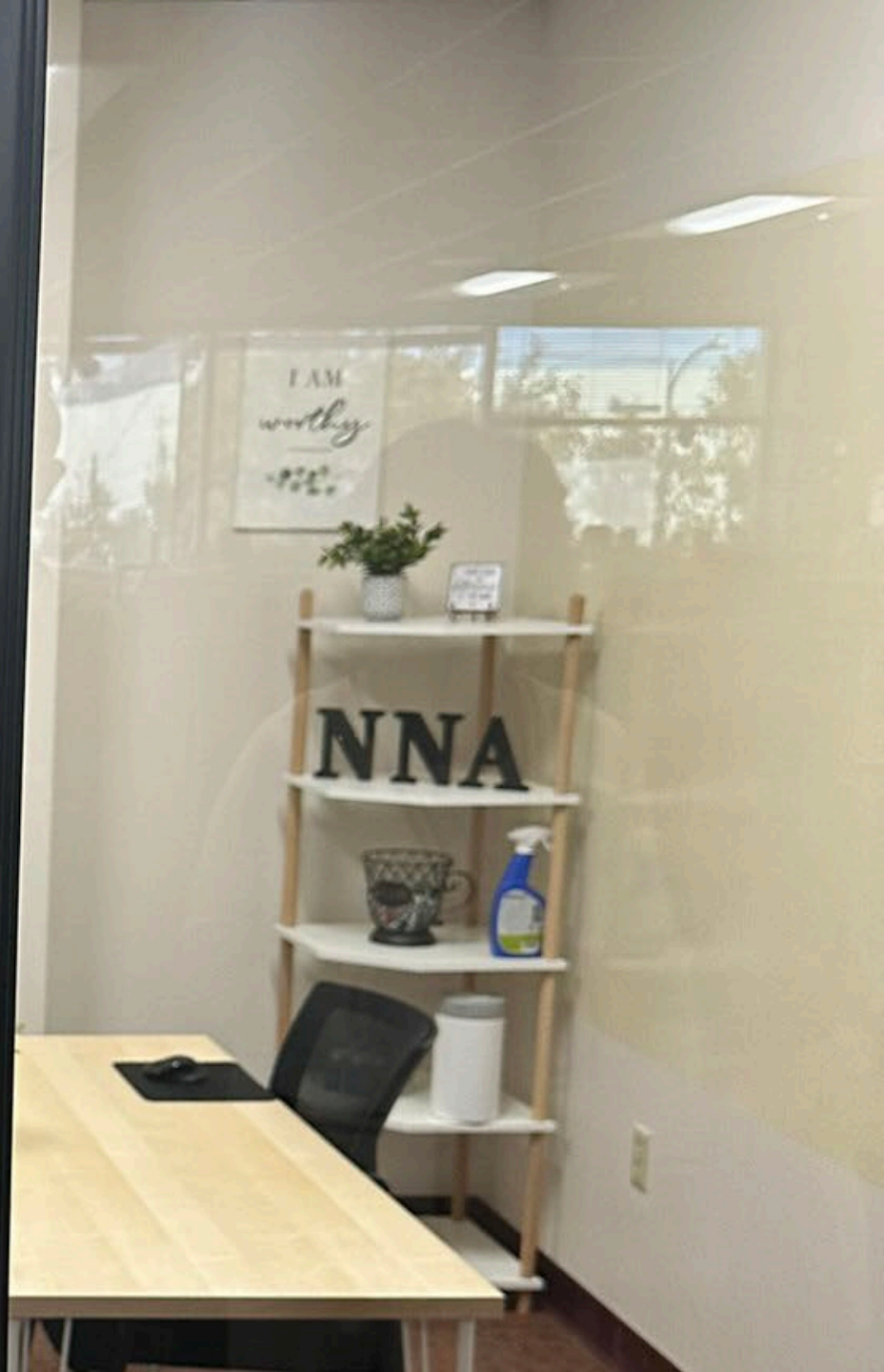
### 21 • The 2009 Notary Of The Year: Elaine Wright

A chance encounter with a Notary during the 2002 refinance of her home led Elaine Wright to a new career as a Notary Signing Agent and reconnected her to an old one – teaching, as a Notary instructor. Today, Wright is a shining example to all Notaries working tirelessly to elevate the Notary Public office through a commitment to professionalism and education.



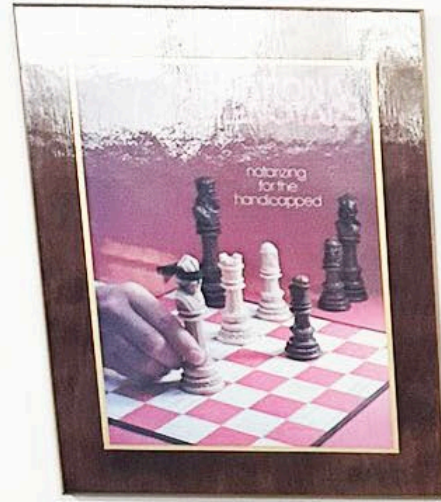


MARYLAND ROOM





*Thanks to all Maryland Notaries  
for putting us on the map!*



MARYLAND ROOM



**TEAMWORK IS THE SECRET  
THAT MAKES COMMON PEOPLE  
ACHIEVE UNCOMMON RESULTS.**

- Ifeanyi Enoch Onuoha





- Nicola and Kat gave us a tour of the warehouse. All supplies are processed at headquarters.
- The picture in the upper right corner shows ink stamps ready to be processed with Notary information!





The beautiful eagle on the wall above the warehouse door was painted by an NNA employee.



# **This Wraps Up Our Wonderful Tour of NNA Headquarters!**

## **Thanks to NNA For An Informative Tour.**



Fred and I were introduced to the notary profession more than twenty years ago at a refinance closing. Never in our wildest dreams did we think that this would lead to a rewarding and fulfilling notary public career. We really enjoy providing notarial services to the general public, businesses, and government.

We thank the National Notary Association for providing the guidance and knowledge required to successfully perform our duties as notaries public, notary signing agents, and instructors in this profession.



# Thank You!

Thank you for allowing us to share our visit to the National Notary Association with you. We hope that you enjoyed reading about our vacation as much as we enjoyed the experience.

If you have questions, feel free to contact me.

Elaine Wright Harris

Website: [Trusted Agent Services Group](#)

Email: [thedeskofelainewright@comcast.net](mailto:thedeskofelainewright@comcast.net)