

California Escrow Association

Frequently Asked Questions – Developed by CEA Headquarters

January 24, 2024

In an effort to help manage expectations of the leadership and the members, CEA Headquarters is developing a Frequently Asked Questions document, and this is our first draft of just the basic areas. As this document was developed, we realize there is a need for more than one document; ideally CEA may want a document for the membership, the public/non-members, and one for the leadership (Officers, Board of Directors, and Committees).

MEMBERSHIP

Q = I submitted my membership application, how long before I am notified that my membership is active?

A = Welcome letters to new members and renewed members, with log-in credentials, are mailed on a monthly basis.

Q = I renewed my CEA membership which included AEA membership in December and want to attend an AEA Webinar in January, but AEA does not show my membership as current, what do I do?

A = Contact CEA Headquarters who will put you in touch with the AEA membership contact person.

Q = I submitted a contact change for my membership profile, when should I expect my information to be changed?

A = Profile changes are made within three business days. When CEA transitions to the new AMS system, members will be able to make their own profile changes in real time.

Q = Where can I locate a membership application?

A = On the CEA website in the Join Now area.

Q = Can I join CEA online?

A = Not currently, however, the new AMS system will allow for new members to join online.

Q = When and how often do the Regional Associations receive their dues payments and membership rosters?

A = Regional Presidents can currently download membership rosters in real-time from the Board Portal on the CEA website. Membership dues checks are sent to the Regional Presidents on a quarterly basis.

PROFESSIONAL DESIGNATION

Q = I submitted my credits by the December 31st deadline, when will they show up in my profile?

A = By the end of the first quarter.

Q = I took an exam, when shall I expect my results?

A = Three weeks after the in-person portion of the exam, the candidate will receive an e-mail notification from CEA HQ.

Q = Do I need to be a member to take the PD exam?

A = Yes.

Q = When does the application to take the PD exam need to be submitted?

A = One month prior to the exam date.

Q = When are the exam dates?

A = The dates are set by the Regional Leadership, and they will be posted on the calendar.

CONFERENCE

Q = When is the Annual Conference?

A = In October, which has been designated as Escrow Month.

Q = When will the registration brochure be available?

A = The Conference Committee selects the sessions, speakers, and sets the schedule and then the information is provided to CEA HQ for development of the conference brochure and registration materials; the information is then posted to the CEA website.

Q = Can I receive continuing education credits for my company at this conference?

A = CEA can provide you with a continuing education form that you can submit to your company.

ADMINISTRATION

General

Q = I contacted CEA Headquarters either by e-mail or by phone, how long will it take them to get back to me?

A = Within 48-hours.

AEA

Q = When does AEA receive the membership dues check from CEA?

A = CEA pays dues to AEA on a quarterly basis.

Q = When does AEA receive the membership list from CEA?

A = CEA sends a membership list to AEA every month.

Board of Directors

Q = I am a new CEA Board Member, what can I expect?

A = Attend the New Director orientation to learn more.

Q = Where will I find documents pertaining to my position as a CEA Board Member?

A = In the Board Portal on the CEA Website.

Q = How do I access the Board Portal on the CEA Website?

A = Membership and Board Member confirmation must be current; you will need your CEA Userid and Password to log in to the CEA website first, then go to About, Executive Board of Directors and CEA Board Portal. Note, this is subject to change once the new AMS system is in place.

Q = When will I receive the agenda packet for the board meeting?

A = CEA HQ relies on reports to be submitted by various committees and Executive Committee members, and once those reports are received, the agenda is compiled and sent to the Board of Directors and uploaded to the Board Portal no later than 48-hours in advance of the board meeting. Updates and additional reports are posted to the Board Portal.

Q = I want to bring a non-board member guest to a CEA Board Meeting, is that allowed?

A = Yes, however, there is a fee to attend the lunch.

Q = I am a committee chair, what should I expect?

A = Attend the Committee Chair Orientation. A current committee roster is available in the Board Portal for committee chairs to access. Committee meetings are held, usually monthly, via conference call unless the committee chair decides to use a different platform.

Finance

Q = How often are payables processed?

A = CEA checks are cut once per month, reviewed internally, and sent to the Treasurer for signature.

Q = How often are dues checks sent to the Regional Associations?

A = Membership dues checks are sent to the Regional Presidents on a quarterly basis.

Q = Can a member have access to the financial statement?

A = Yes, any member can have access to the financials upon written request to the Treasurer.

Communications – Publications – Social Media

Q = Who does the CEA social media posts?

A = CEA Headquarters with content provided by the Membership Committee.

Additional questions are welcomed.

Thank you.

California Escrow Association

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