



Ordering an Estoppel or Questionnaire

Please visit the website www.castlegroup.com for convenient ordering of Estoppels and Questionnaires.

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

Select Resale Documents and you will be redirected to the Resale and Lender Documents page. It will then give you the option to register (which you will need to do in order to submit and order). Once you have registered, you will receive a confirmation link in your email. As soon as you confirm, you will then need to log in using the email and password you have chosen and proceed to make your new request.

You will need to click New Request→Enter the property address and click Submit. If the system pulls more than one address, click on the property you need from the list of results.

Once you have selected all the items needed and click Next, you will be able to see all Items in Cart and the total amount due along with the Delivery Date of your order. If you need to make any changes you can do so by clicking Edit otherwise select Next to go the payment screen.

The payment options available are e-check (ACH) or credit card.

A confirmation email will be sent as your receipt. All orders are returned to the email address that is registered to the party placing the order.

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