For small and midsized businesses, the most important factors are service, pricing, expertise, security and the ability to serve you throughout the lifecycle of your business. Here are some details to help you focus your research with these criteria in mind.

### HOW TO IDENTIFY THE RIGHT REGISTERED AGENT

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<th><strong>What to ask</strong></th>
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| What qualifies you to be my Registered Agent? What kind of background do your employees have? | - Nationally recognized reputation  
- Average tenure of ____ years  
- State-of-the-art processes in place | Going with a nationally recognized compliance expert reduces risk and gives you the confidence that your Registered Agent is covering every base. |
| Where are your offices located? What's your reach like? | - Offices in ____ states  
- Offices in ____ countries | Aim for uniform standards, practices, and providers with local expertise wherever you need it (no third parties). |
| What is your SOP intake process like? Do you have an in-person intake capability? | - SOP checks by experts  
- A variety of intake options  
- SOP turn-around times ____ | A service of process check conducted by an expert protects you from costly delays due to incorrect, misrouted, or incomplete documents. |
| Tell me about the experts on your payroll. How do they keep businesses compliant? | - A dedicated team to monitor legislation  
- Experts fluent in legal matters: attorneys, former state regulators, or paralegals | The most reputable providers have legal professionals tracking changes in legislation. They give you an insider’s advantage by alerting you of upcoming regulations that impact your business. |
| What is your customer service experience like? What’s their compliance background? | - A designated team  
- Trained in compliance, with a continuously updated database of regulatory knowledge  
- Availability: _________ | You may not contact customer service often, but when you do, you need a compliance expert to answer your questions then and there. |
<p>| Tell me about your security measures. | - A commitment to key information security principles | Recent regulation has changed the nature of third party risk. Price should not be the key factor in your evaluation. |</p>
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| What types of items can you contact me about?  | • SOP, legal notices, state mandates  
• Compliance status  
• Annual report due dates  
• Legislation changes that may affect your business  
• Other __________________________  | Your compliance provider should notify you at once about changes to your entity status. Comprehensive reminders help reduce your risk of paying a fee or falling out of good standing. |
| How will you notify my business about the materials we receive? | • Customizable delivery instructions  
• Email notifications  
• Online and hard copy access available for SOPs  | Delivery to the right people keeps sensitive information secure. The provider should also present your materials in the format you prefer. |
| Do you offer any services other than representation? | • Corporate filings and retrievals  
• Business licensing  
• Managed services  
• Other __________________________  | The availability of additional services means the provider has the potential to serve as a one-stop compliance shop throughout the lifecycle of your business. |
| Do you offer any packages?                     | • Packages as well as a la carte options  | The ability to bundle your Registered Agent service with annual reporting in particular is a significant savings of cost and effort. |
| Tell me about your pricing structure.         | • Upfront pricing  
• Multiyear locked pricing  
• Regular disbursements  | A reputable provider offers upfront pricing—what you see is what you get. Bonus if they offer additional ways to protect your cash flow, such as monthly disbursements for state fees. |

Having the right registered agent for your company helps you keep your business entity compliance in good shape – and your business in good standing.