



OPERATIONS GUIDE

Registered Agent Service Instructions

Eligibility, onboarding, service-of-process handling, mail controls, and annual-plan administration

EFFECTIVE July 22, 2026	OWNER Operations	REVIEW CYCLE Quarterly
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Purpose and activation requirements

This guide establishes the controls for serving as a registered agent for an eligible Utah entity. The service begins only after eligibility review, a signed service agreement, confirmed registered-office coverage, a tested notice workflow, and acceptance of the appointment.

NOT A VIRTUAL MAILBOX

Registered-agent service is for official legal and government notices. It does not authorize general personal mail, customer returns, inventory, banking mail, or an undisclosed business address.

Client onboarding checklist

- Legal entity name, entity number, jurisdiction, status, principal office, and authorized contact.
- Current registered agent and effective date of change or formation.
- Primary and backup notice recipients with verified email and telephone.
- Signed service agreement, emergency-notice protocol, forwarding method, and annual renewal terms.
- Entity's acknowledgement that Kay Notary does not provide legal, tax, or compliance advice and does not guarantee the client will remain in good standing.

Onboarding workflow

1. Verify the entity and determine whether Kay Notary is eligible and operationally ready to accept the appointment.
2. Confirm the service address, ordinary business-hours coverage, notice recipients, plan features, and excluded mail.
3. Obtain the signed agreement and payment before consenting to the appointment or filing a change.
4. Complete administrative filings only from client-approved data. The client remains responsible for legal and tax decisions.
5. Test digital notice, urgent telephone escalation, and backup recipient delivery before activation.
6. Create the entity record, renewal date, compliance reminders, included scan count, and chain-of-custody log.

Service-of-process procedure

7. Accept service professionally during covered hours; do not obstruct, advise the process server, or discuss the client's matter.

8. Record date/time, server name and agency, document caption, court/case information, page or packet count, and receiving employee.
9. Scan the first page and full packet as the plan and security policy permit.
10. Send same-day digital notice to the primary and backup contacts. Use telephone escalation for time-sensitive process.
11. Forward originals by the agreed tracked method and record delivery.
12. Preserve the service log and proof of notice. Do not interpret deadlines or advise the client how to respond.

Annual plans and fees

Plan	Annual fee	Included service
Essential	\$149/year	Registered-office coverage, same-day process notice, annual renewal reminder
Plus	\$249/year	Essential + compliance calendar, report reminders, up to 12 standard mail scans
Premium	\$399/year	Plus + priority notices, quarterly check-in, up to 36 standard mail scans

Add-on	Price	Scope
Change of registered agent	\$65 + state fee	Administrative preparation and filing assistance
Utah annual report assistance	\$49 + state fee	Reminder, intake, and submission assistance
Formation filing assistance	\$149 + state fees	Administrative filing support only
Compliance calendar setup	\$99	One Utah entity
Physical forwarding	\$10 + postage/item	Permitted registered-agent mail only
Certified/overnight forwarding	Actual cost + \$20	Client approval may be required
Additional process event	\$35/event	After any plan allowance

COMPETITIVE POSITION

The \$149 Essential plan is positioned between low-cost national offers and \$199 renewal pricing, with local handling and same-day process notice as the differentiator.

Records, renewals, and offboarding

- Review contact details and notice delivery at least quarterly.
- Send renewal reminders in advance and document nonpayment or nonresponse.
- Do not resign or terminate in a way that leaves the entity without required notice; follow the agreement and current Utah process.
- Maintain service-of-process logs and delivery records under the company retention schedule with restricted access.
- Escalate refused service, suspected fraud, safety issues, confidential-data exposure, or an unavailable registered office immediately.

Sources and review references

Utah Division of Corporations: <https://corporations.utah.gov/>

Utah commercial registered agent information:

<https://commerce.utah.gov/corporations/business-entities/commercial-registered-agent/>