



On January 27, 2020, Business Information Systems (BIS), the vendor for the software currently used by the Guilford County Register of Deeds changed the underlying operating system from an open sourced software to a recognized industry leading software. This operating system software transition was recommended by the County's Internal Audit Group to enhance data security.

It is important to note that at no time during this transition has County information been at-risk. The issues noted deal solely with online searches, not the underlying data. As issues have come up, we've worked expeditiously with BIS and County IT resources to resolve those issues. That process continues at this time. We apologize for any inconvenience and ask for your patience as we resolve these issues while maintaining data integrity and security.

Please continue to contact us if you believe you have found a specific discrepancy between an online search and the in-office registry; we can be contacted directly at guilforddeeds@guilfordcountync.gov or by phone at 336-641-7556 (ask for a Land Records supervisor). Please provide the most exact and specific information on the search item as possible.

I will update you again as we progress toward resolution on these issues.

Thank you.

The Guilford County Register of Deeds