



NCSHA Annual Conference



What is a Digital Mortgage?

PERSPECTIVE

Consumer

Loan officer

Realtor

Lender

Title Company

Secondary market

Servicer



What is a Digital Mortgage?

- 🌿 Smooth customer experience
- 🌿 Fully paperless
- 🌿 Borrowers upload financials documents electronically
- 🌿 Totally online (no branch visit)
- 🌿 Much faster approvals
- 🌿 Continual feedback / On-demand
- 🌿 Natural extension of e-mortgages

Electronic promissory notes and e-signatures



Mozilla Firefox Browser

Search or enter address

Google


My Info → Property Info → Financial Info → Summary → Credit →

Let's Get Started.


This process usually takes about 10 minutes.

Are you looking to Refinance or Purchase?

Refinance My Home



Purchase My Home



Point of Sale

Digitizing the consumer application.

Interview style application – Ease of use

“Smart” needs list generation - Speed

Document upload portal - Secure

Electronic verifications – Lower risk

Real time status updates - Transparency

Point of Sale

Empowering the
Consumer



Easy for non-tech savvy consumer

Automate the mundane

Focus on the creative

Safe and secure

Communicate how borrower wants



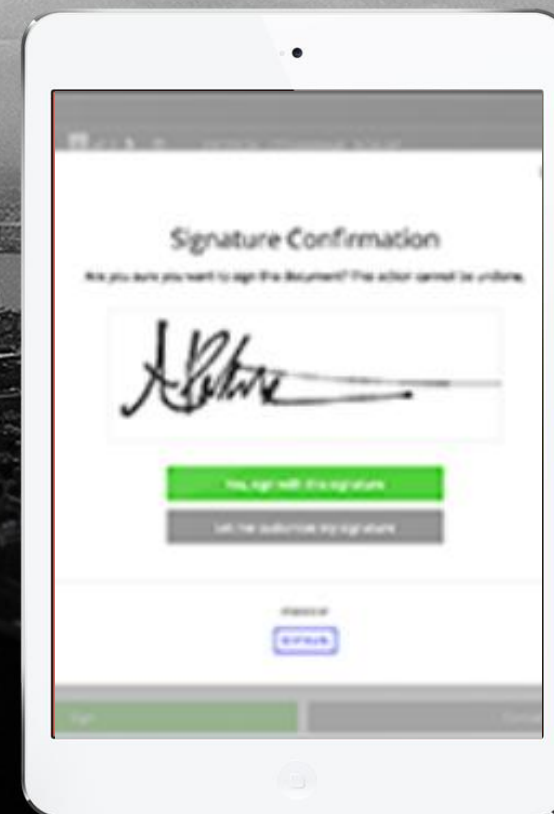
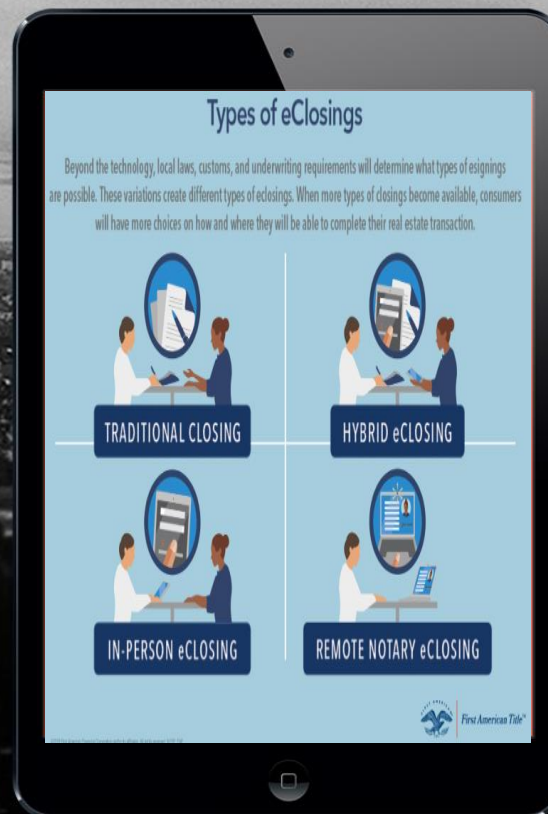
Point of Sale

Empowering the
Consumer



eClosing

What's taking so long?





Hybrid – Full – Remote online notary (RON)

Reduce closing time, improve experience, quality loan manufacturing

Return on Investment

Its all about the partnerships

eClosing

Finish strong



Getting started

Lender challenges

What's hindering broader acceptance

The future of eClosing

eClosing

Finish strong



Lessons Learned

- 🌿 Technology partner selection
- 🌿 Understand your costs and ROI
- 🌿 Understand the technology/integrations and the business
- 🌿 Title company partnership
- 🌿 Training is an important investment
- 🌿 Be a vocal advocate
- 🌿 Electronic promissory notes and e-signatures

