

A photograph of three business professionals in a meeting. Two men in the foreground are shaking hands, while a third man is partially visible on the right. They are all wearing suits and glasses. The background shows a window and a whiteboard with charts. A semi-transparent blue banner is overlaid across the middle of the image, containing the title and subtitle text.

Realizing Value in Mortgages with eSignature

How eSignature is helping mortgage lenders and originators close more business

Less Paper Means Better Business

Companies in industries far and wide are engaging in Digital Transformation and eSignature initiatives to realize greater competitive differentiation, improve customer experience, and realize greater efficiencies. And nowhere is eSignature transforming business more than in the mortgage industry.

Until recently, the mortgage industry was almost entirely paper-based. Inspections, title searches, offers, and closings were all conducted using pen and paper. But in today's digital world, paper-based processes are costly and time consuming, offer a poor customer experience, and delay time to revenue.

DocuSign eSignature solutions streamline and automate mortgage documentation processes, helping lenders become more efficient and compliant and making it easier for customers to navigate the necessary processes and paperwork digitally. Moreover, the solution is easy to implement and use, which means that lenders of any size can capture the time and cost-saving benefits of eSignatures.

“At Mortgage Lenders of America, we are using DocuSign to offer a better client experience with an easy, fast, and secure way to complete home financing.”

**—Philip Kneibert, President
Mortgage Lenders of America**

Realize More Revenue, Faster

Capture Origination Fees Faster

According to the Integrated Disclosure rule under the Consumer Financial Protection Bureau's (CFPB) Truth-in-Lending Act (TILA) and Real Estate Settlement Procedures Act (RESPA), origination fees can't be collected until the borrower reviews and signs the loan estimate. With DocuSign eSignature, customers can sign quickly and easily, wherever they are and over any device, without having to visit a title office. Processes that used to take weeks or months can now be done in days, allowing mortgage companies to realize revenue faster.

Improve Close Rates

Beyond making mortgage processes faster, eSignature can help improve close rates as well. Delivering disclosures and capturing intent quickly is key because customers are free to keep shopping around until they commit by paying the processing fees. DocuSign enables mortgage lenders to strike while the iron is hot. In fact, using DocuSign, lenders have increased closing rates to more than 90%.

“We see accelerated revenue because documents are returned on average in less than ten hours, and the cost savings are significant, as well.”

**—Philip Kneibert, President
Mortgage Lenders of America**

Reduce Costs and Increase Staff Efficiency

Save Time and Money

ROI studies show that, on average, eSignature saves mortgage brokers \$21 per transaction in printing and overnight-shipping costs alone, in addition to \$10 per transaction in improved productivity.

For a broker processing 300 loans per year, that's nearly \$10,000 in savings.

Moreover, with all the time saved, brokers can focus on generating new business instead of tracking down signatures and processing paperwork manually.

Improve Your Productivity with DocuSign

- Increases productivity – less processing time, effort, and cost.
- Minimizes manual processing mistakes and not-in-good-order (NIGO) rates.
- Reduces manual review so that loan officers can focus on selling.
- Helps demonstrate compliance with complete audit trail.

“We’re able to save time and money that we used to spend on paper, printing, and overnight shipping.”

**—Rami Ballweber, Compliance Processor
Summit Mortgage Corporation**

Improve Customer Experience

Borrowers Love the DocuSign Experience

Time is money. Convenience is money. DocuSign saves time and enhances convenience, which means a better experience for borrowers and faster time-to-revenue for lenders.

- **Faster approvals** – With eSigning, lenders can process applications fast, usually within 48 hours.
- **Faster closings** – eSigning allows lenders to close in less than 30 days.
- **More convenient** – Digital documents can be signed anywhere, using any device. No need for borrowers to visit a title office in person.

“I knew it would have a dramatic impact on increasing our sales close rates, but I didn’t realize we’d have the additional benefit of improving customer service.”

—**Geoff Huetten, Branch Manager**
Allied Home Mortgage Corp.

“Our customers find it’s fast and easy to sign documents with DocuSign”

—**Rami Ballweber, Compliance Processor**
Summit Mortgage Corporation

Capture Value at Every Stage of the Process

| | |
|--------------|---|
| APPLICATION | <ul style="list-style-type: none">• More positive customer experience – can be conducted online, eliminating dozens of paper documents.• Faster – Most digital applications are completed within days, rather than weeks with paper documents. |
| UNDERWRITING | <ul style="list-style-type: none">• Allows lenders to capture signatures on consent forms immediately.• Electronic underwriting docs can be disseminated to all parties quickly and efficiently. |
| PRE-CLOSE | <ul style="list-style-type: none">• Meet TRID rules by helping ensure customers receive disclosure at least three days before closing.• Easily handle last-minute changes in transactions by enabling revised disclosures to be delivered immediately.• Enable delivery of the full closing package along with the closing disclosure, so the customer can review everything at once, simplifying their lives while keeping the closing schedule on track. |
| CLOSING | <ul style="list-style-type: none">• Remote signing. Depending on state and county regulations, many lenders are able to provide all closing documents and have customers sign them online via DocuSign.• In-person signing. Where required, DocuSign also supports in-person signing. Lenders can provide customers with digital documents to review in advance before visiting a branch office to sign. At the office, they sign electronically on the lender's computer or iPad, streamlining and simplifying the process. |
| PRE-CLOSE | <ul style="list-style-type: none">• After the close, digital documents are maintained on DocuSign's secure servers for review and retention. DocuSign can maintain them for the life of the mortgage. |

DocuSign Delivers Great ROI

DocuSign eSignature has enabled mortgage companies to:

- Increase document closure rate to more than 90%
- Cut the office administrative and courier costs by at least 50%
- Reduce completion time to days from 1-2 weeks or even a month

[Click Here to Learn More](#)



In a three-year strategic value assessment of DocuSign, Bank of America realized the following benefits:

- \$6.6 million in hard-dollar savings
- \$7.6 million in productivity gains
- \$9.1 million in revenue gains
- This represents a 510% ROI on BofA's financial and opportunity cost investments.

Join the More Than 10,000 Lenders Who Are Improving Mortgage Processes with DocuSign

“

We used to email, scan, and fax our clients 25-plus-page loan packets, and only half of them came back correctly. Now I extract my loan documents from Calyx Point, arrange my PDFs into one document, upload into DocuSign, hit send and – BAM! – I’m done. It’s so easy!”

—Elaine Holman
Hearthstone Lending Group

“

We have been pleased throughout the entire process with the collaboration of eOriginal, DocuSign and Informa Software to produce a system that will benefit us for years to come.”

—John Willman
Treasurer and VP
of Mortgage Services,
Westgate Resorts

“

We Implemented DocuSign in less than 30 days – DocuSign provided fast support and technical answers to incorporate eSignature into Mortgage Harmony’s Loan Retention Software (LRS).”

—Mortgage Harmony
Corporation

“

Using DocuSign’s eSignature service has helped us cut days and weeks off the entire closing process. It’s been great for our office and it’s made our customers happier and our team more efficient.”

—Geoff Huetten,
Branch Manager,
Allied Home Mortgage Corp.

DocuSign® is changing how business gets done by empowering anyone to send, sign and manage agreements and collect payment – 100% digitally – anytime, anywhere, on any device with trust and confidence. DocuSign and Go to keep life and business moving forward. For more information, visit www.docusign.com, call +1-877-720-2040, or follow us on Twitter, LinkedIn and Facebook.

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