

FINTECH

PRODUCT SHOWCASE

Consumers are looking for a faster, more digital home-buying experience, with self-serve options where possible. Mortgage and real estate companies want to maintain business continuity amid COVID-19-related shifts while still working seamlessly and efficiently. Leveraging tech solutions is the way to go, with automation, data and other capabilities helping streamline the experience while saving companies time and money.

In this section, we feature 15 companies providing solutions that span the entire home buying and mortgage loan life cycle, improving the process for everyone from lenders to appraisers, servicers to borrowers.

| | |
|------------------------------------|-----------|
| Auction.com | 54 |
| CoreLogic | 55 |
| DocMagic | 56 |
| FICS | 57 |
| Global DMS | 58 |
| Monster Lead Group | 59 |
| Nationwide Title Clearing | 60 |
| Optimal Blue | 61 |
| Sagent Lending Technologies | 62 |
| SimpleNexus | 63 |
| Snapdocs | 64 |
| SoftWorks AI | 65 |
| Sutherland | 66 |
| Qualia | 67 |
| Xome | 68 |

Auction.com enables remote bidding on live foreclosure properties via its Remote Bid app feature

AUCTION.COM

PRODUCT:

→ *Remote Bid*

SNAPSHOT:

→ A feature of the Auction.com mobile app, Remote Bid lets buyers bid on select foreclosure properties from anywhere, participate in multiple auctions simultaneously, and watch or join auctions while tracking bids in real time. Live remote bidding is expected to be in 1,000+ counties by fall 2020.

By using their mobile device and the Remote Bid feature on the Auction.com app, buyers can bid on properties at select live foreclosure auctions from anywhere, even as social distancing guidelines remain in place.

Accessible only through the Auction.com mobile app, users can participate in multiple auctions at the same time, watching, joining and tracking bids concurrently. The ability to bid on live foreclosure properties remotely instead of attending the venue in person allows buyers to expand their investment opportunities. Remote bidding can save time and money, giving buyers more time to invest in building their business.

Remote Bid gives sellers an advantage, in that they have access to a broader, nationwide buyer base. Sellers can receive bids not only from local buyers, but also from buyers located anywhere in the United States, increasing competition on every asset.

Auction.com began the rollout of Remote Bid prior to the pandemic as a way to alleviate the concerns of live auction buyers, such as severe weather and long travel distances.

Now, as municipalities are placing restrictions on in-person auctions and other high-density events to control the spread of COVID-19, it's a particularly powerful tool to ensure competitive bidding. And no other distressed auction company offers remote bidding for live foreclosure auctions.

While Auction.com's remote bidding technology is currently available in over

700 counties throughout the U.S., by fall 2020, it's expected that more than 1,000 counties across the country will enable live remote bidding through the Auction.com app.

Remote Bid digitizes the courthouse as online foreclosure and REO sales are on the rise. In the first quarter of 2020, more than 89% of online REO auction properties sold had multiple competing bidders.

The technology is high on buyers' lists of demands, too. Users signing up for Auction.com's remote bidding capabilities increased sevenfold between June 2019 and February 2020. According to a recent Auction.com survey, two-thirds of the platform's users said remote bidding technology increases their interest in foreclosure auctions.

Auction.com's Remote Bid feature is positioned to help facilitate safer foreclosure auctions, providing options for buyers who choose not to attend live auctions in person as well as buying across a larger geographical footprint as buyers no longer need to attend in person.

Auction.com's mission is to deliver solutions to sellers and buyers that make the buying and selling of distressed assets more accessible and convenient for both our buyers and sellers. As sellers and buyers react to the various foreclosure auction and eviction moratoriums related to COVID-19, Remote Bid meets their challenges by offering a new, innovative way to transact on distressed homes for better outcomes.

For more information about Remote Bid, visit [Auction.com/remotebid](https://www.auction.com/remotebid).



AUCTION.COM

CoreLogic AutomatiQ Borrower reimagines the underwriting process with automation and standardization

Even as lenders make significant investments in new technology and digital infrastructure, they continue to struggle with increasing costs per loan and time-to-close metrics. With AutomatiQ Borrower, CoreLogic recognized an opportunity to reverse these trends while also helping lenders improve their user experience.

In creating its AutomatiQ Borrower solution, CoreLogic aimed to provide one consistent, objective and transparent workflow that lenders could leverage to validate applicants from pre-qualification to closing.

AutomatiQ Borrower takes the current underwriting process – characterized by the ordering of point products in a rigid, step-by-step workflow – and reimagines it with a holistic digitized, automated and streamlined process. Automation and standardization are key components. By reducing manual work and running standardized workflows, human error and compliance risk are minimized.

Users appreciate that the income, asset and employment verification processes are simple to use, easy to understand and intuitively designed. For example, the automated Income Analysis solution features simple inputs that automatically extract borrower income data and processes it using GSE, FHA and Ability-to-Repay guidelines, as well as a lender's own unique underwriting guidelines. Its intelligent interface allows users to easily update income calculations, note exceptions and document changes, and its AI functionality automatically flags new sources of potential income and identifies missing documents.

CoreLogic clients have praised the accuracy of AutomatiQ Borrower's automated income analysis, with one user noting "how clever it is at analyzing the borrow-

er's data and identifying potential new income sources" on its own. And by moving the borrower analysis earlier in the underwriting process, AutomatiQ Borrower helps increase loan officer, processor and underwriter productivity, as well as overall loan quality.

Unlike other digital underwriting solutions, AutomatiQ Borrower is designed to help lenders accelerate ALL of the loans in their pipelines – not just the "easy ones" that can be verified digitally.

"It turns out this capability is pretty important to our clients," said Keri Kramers-Dove, executive of Product Management for CoreLogic. "For example, like other providers, we offer instant employment verification. Unfortunately, 50% to 60% of a lender's applicants cannot have their employment verified instantly – the borrowers are not in the system. As a result, many of our competitors stop here. But we don't. We offer an integrated manual verification of employment option that automatically cascades, allowing us to verify every borrower, every time. And it's Day 1 Certainty approved."

AutomatiQ Borrower complements another CoreLogic solution called AutomatiQ Collateral, which provides lenders with all the collateral data and analytics they need to determine property ownership, value, condition and hazards.

Both are part of CoreLogic's expanding AutomatiQ Suite of Digital Mortgage Solutions, which draws on the depth and breadth of CoreLogic's data assets and analytic resources to unite separate borrower and collateral verification point products into one integrated and automated solution.

With AutomatiQ Borrower, lenders can originate loans faster, with fewer steps and at a lower cost – all while improving quality and the user experience.

CORELOGIC

PRODUCT:

→ *AutomatiQ Borrower*

SNAPSHOT:

→ AutomatiQ Borrower helps lenders take time, touch and cost out of their underwriting workflows by streamlining the borrower validation steps from start to finish. Lenders are able to quickly and efficiently verify identity, credit, employment, income and assets via a digitized, automated and standardized workflow.



DocMagic's Total eClose can e-enable any third-party documents for eSign, eDelivery, eNotary or eClosing

DOCMAGIC

PRODUCT:

→ *Hybrid eClosings with DocMagic's Total eClose Solution*

SNAPSHOT:

→ Total eClose is a comprehensive, end-to-end eClosing platform that provides all technology necessary for a 100% paperless eClosing. The seamless digital workflow facilitates all hybrid types as well as a totally paperless eClosing and is comprised of DocMagic's comprehensive suite of eSolutions; SMARTDoc eNote generation, embedded eNotary and Certified eVault functionality and Investor eDelivery technology.

At a time when social distancing concerns play a large role in business decisions, many lenders are focused on implementing digital technology to update antiquated, paper-reliant lending processes. Total eClose offers a true eClosing solution that involves no paper whatsoever, dramatically speeding up the closing process, ensuring accuracy and delivering newfound efficiencies for borrowers, notaries and settlement providers.

Any lender can access DocMagic's Total eClose eClosing platform, regardless of their current document provider. Because the technology can consume data and documents from any source, it has the ability to dynamically e-enable any third-party documents, even if they were not originally produced by DocMagic. This means that lenders who have documents that are not e-enabled for eSign, eDelivery, eNotary or eClosing can immediately enjoy the benefits of those technical capabilities.

Switching the majority of loan documents from paper to digital can reduce a 150-page loan package to just a few pages or less. Prior to closing, borrowers can use Total eClose to preview and electronically sign documents that don't require notarization; however, if the platform's eNotary functionality is utilized, all documents can be electronically signed and notarized in a single session.

Total eClose significantly reduces or eliminates the time the borrower, settlement agent and notary must spend in each other's presence. What is typically an hour-long, in-person closing can be reduced to a matter of minutes – and, in many instances, in-person contact can be eliminated altogether.

Total eClose maximizes user adoption by featuring an intuitive design and elegant workflow. Even before integration begins, DocMagic partners with its customers to

develop a strategic implementation plan. Its dedicated eClosing and onboarding teams are committed to the highest standards of service and support. DocMagic employs a consultative approach to reduce any issues associated with user adoption and to provide invaluable digital mortgage experience to clients to shape their go-to-market strategy.

The intuitive technology fosters interoperability between disparate systems across the supply chain in order to originate, process, close and sell quality loans in the most efficient manner. Greater control and accountability during the mortgage loan cycle means that loans close faster, with fewer errors and omissions. It also removes the potential for delays at the closing table.

With valuable tools for communication and collaboration, as well as its ability to integrate easily with other platforms, Total eClose allows users to close loans quickly, compliantly and at a lower cost.

As DocMagic works with its clients and partners every day through the COVID-19 crisis, the company knows there is no ordinary roadmap ahead: remote workforce adaptation and fundamental changes in consumer behavior are shifting industry focus. While some shifts may be temporary, other changes to the mortgage process will be more permanent.

DocMagic believes lenders need to embrace technology and accelerate the adoption of the digital process. To help organizations develop a strategy for agility, resiliency and growth, its eClosing team has developed a consultative approach to eClosing implementation. It's involved every step of the way to help clients manage uncertainty and outperform those less prepared. The right actions today can position an organization to adapt and succeed in the future.



FICS' Mortgage Servicer software automates servicing operations, improving workflow efficiency

Most mortgage lenders are looking for ways to automate their mortgage servicing operations in order to cut costs, maintain profitability and effectively manage their compliance and reporting to various agencies (e.g., investors, credit reporting agencies and regulators). With Mortgage Servicer, FICS provides clients with the necessary software to accomplish these goals while simultaneously improving the borrower experience.

FICS' Mortgage Servicer focuses on improving the user experience by building in more automation to make users' work more efficient and to allow them to adapt a going-green effort appreciated by younger consumers and users. While some of the automation is driven by regulatory changes to help servicers, FICS' primary objective is to facilitate day-to-day operations and workflow.

The features that make Mortgage Servicer stand out:

- **User-friendly:** According to one user, "It's not complicated, there aren't eight screens for one action. It's the ease of use for both managerial and the end user."
- **Flexible forbearance functionality:** Mortgage Servicer provides servicers flexibility with forbearance, deferment and post-forbearance plans as well as the ability to report the necessary information to investors. The system also offers loss mitigation, modifications, short sales and repayment tracking functionality.
- **Exceptional system support:** When users call FICS, a receptionist directs them to the appropriate support person. They won't lose valuable production time waiting for someone to return calls or answer emails.
- **Open database:** Mortgage Servicer

provides the freedom to extract all data for any reason.

- **Extraordinary value:** Mortgage Servicer is a full servicing system, from loan boarding to payoff and secondary marketing.
- **Time-saving:** One satisfied customer said, "By using the Mortgage Servicer API to process the end-of-day, it's cut down from a process that usually took 1-1.5 hours to running in about 15-20 minutes."
- **Cloud hosting:** Mortgage Servicer provides the flexibility to choose an in-house or cloud-hosting solution. Either option is an open database with access to extract all the data.
- **Security:** Security levels can be controlled and customized by providing access rights as responsibilities dictate and users can easily monitor access to the system via built-in security reports.

The license fee for Mortgage Servicer isn't volume-based. Customers don't pay per loan or by asset size, so organizations can grow without the fear that their growth may come at a high cost. The functionality and value of the system remain at a stable cost as they grow.

Mortgage Servicer supports agency investor reporting, including Fannie Mae, Freddie Mac, Ginnie Mae and Federal Home Loan Bank, as well as other industry standard and private reporting methods. FICS has more than 35 years of experience with investor reporting to the GSEs.

Used in conjunction with any third-party scheduling tool, the Mortgage Servicer API lets servicers schedule and automate virtually every program, report and interface in the system, such as end-of-day and end-of-month reports, investor reporting and monthly loan statements. The API saves staff time and resources, eliminates after-hours and weekend work, and reduces mistakes caused by human error.

FICS

PRODUCT:

→ *Mortgage Servicer*

SNAPSHOT:

→ FICS' Mortgage Servicer software automates servicing operations, including payment processing, escrow administration, investor reporting, custodial accounting, imaging, report writing, workflow and more. Mortgage Servicer customers can also offer their borrowers and investors consumer-facing web applications, allowing online access to loan information and documents.

FICS®

Global DMS transforms appraisal management software, allowing lenders full control over their workflow

GLOBAL DMS

PRODUCT:

→ EVO

SNAPSHOT:

→ EVO is cutting-edge appraisal technology featuring purposeful departures from outdated yesteryear processes of older platforms. Designed for residential or commercial real estate with 100% configurability, the ability to add fields and forms on the fly that are immediately reportable, and a true cascading decisioning tool, EVO delivers optimal appraisal processes.

Finding an appraisal management software for real estate and commercial that works the way each individual lender does is difficult – usually resulting in time-consuming configurations, development work and training. Global DMS knew there was a better way for lenders to have a workflow that truly worked for them. Drawing on 20 years of experience, the company set out to create something revolutionary.

Global DMS created EVO to give lenders a tailored-fit appraisal management solution allowing them full control over their workflow. Global DMS revolutionized the process by providing users the ability to configure every single field in the platform out of the box.

This model allows lenders to work the way they want to, whether they manage appraisals in-house, use an AMC or do a combination of both, without waiting for customizations or IT departments. Furthermore, when needs change, clients do not have to spend time or money on custom configurations.

EVO is the only technology platform specifically designed for both commercial and residential appraisal business that allows lenders to be up and running in days, not months. The interface is so easy to navigate that lenders need almost no training. Because clients can configure EVO precisely to their needs, implementation time is 75% faster than with other platforms. In fact, Global DMS has onboarded a lender that uses both commercial and residential in just under 30 days.

In addition, EVO leverages a role-based security model that defines each user's unique workflow; lenders know that users are not performing unauthorized actions, and there is no cross-population of work.

Users see what they need to see when they need to see it, ensuring each day's activities are focused on exactly what needs to get done.

EVO's differentiators include:

- A true cascade assignment logic that gives users a 50% time savings in appraisal time and costs. The cascading workflow decisioning offers unlimited flexibility and allows users to create an unlimited number of rule sets filtering by geography, vendor category, performance statistics, distance and price.
- The ability to add fields and forms instantaneously. These fields are immediately usable and reportable. This, in turn, speeds up many aspects of the appraisal management process, resulting in turn-time reductions of 25% or more as well as improved operational processes.
- Lower portfolio risk with the ability to analyze past appraisals in their database and mitigate compliance issues with a fully documented and auditable process, where every action is recorded with date, time and user stamp.
- A reporting engine that can automate scheduling and deliver reports to anyone at any time. The on-demand reporting of standard and customized fields means clients have up-to-date information at their fingertips and a single system of record-keeping, allowing them to make decisions quickly.

EVO brings complete configurability, automation, reporting, data analytics and integration to real estate and commercial valuations like no other on the market today.



With Monster Lead Group's intelligent response system, lenders can quickly launch direct mail campaigns

Delivering direct mail mortgage acquisition campaigns is a hassle. From the unpredictability of marketing creative to the many moving pieces of working with mail houses, mortgage professionals struggle with the amount of time and energy involved just to get to the point where the envelopes are ready to be metered for postage.

Most small to mid-sized lenders are not able to fund internal analytics experts who perform optimization of campaign lists, source data enhancements and contribute to a more positive campaign result.

And after the mail is delivered, visibility into campaigns is hazy while tracking and handling the inbound calls is nearly impossible.

Intelligent Response allows lenders to leverage cutting-edge technology for direct mail marketing without having to do it themselves. This application of technology to direct mail enables Monster Lead Group to consistently generate better than average response rates with higher conversions to apps than a direct mail company.

Monster's Intelligent Response service allows lenders to make a single phone call to their Account Manager and quickly launch a custom direct mail campaign that generates predictable, scalable call volumes every week, producing more return on investment from their marketing spend. The Account Manager and their team handle all the details, from strategy, data and campaign creation to printing, mailing and reporting.

Monster's team of data scientists uses the entire U.S. property database with five years of historical data to create algorithms and analyze results to find, score and rank the borrowers with the highest propensity to respond and transact to a

lender's unique campaign.

The Intelligent Response system features a secure client portal and dashboard to provide a real-time view of campaigns, calls and conversions – with full visibility down to the individual letter.

Its automated compliance module and engine allow multi-branch networks to centrally control their direct mail compliance needs, with customizable corporate controls. And no piece of mail goes out without approval by clients and their compliance department.

Lenders who use Intelligent Response benefit from exclusive campaign delivery: No two pieces of mail are ever sent to the same mailbox at the same time, which eliminates crossover data and reduces competition.

Once a lender's mail campaign goes out, they can look forward to receiving quality calls within days that convert with a high ROI. The consistency and predictability of campaigns with Intelligent Response means they can scale accordingly to handle call volumes.

Intelligent Response is ideal for lenders looking for a trusted partner to help them grow their business. With Intelligent Response, lenders benefit from the same high-tech and data-driven marketing solutions as only the largest institutions can afford, with better targeting and higher response rates than those provided by a mail house.

Lenders appreciate that leveraging the expertise of Monster Lead Group's team, leaders and account strategists via Intelligent Response saves them time and energy, provides transparency and visibility, and lets them know what to expect from each campaign without needing to be involved with every step.

MONSER

PRODUCT:

→ *Intelligent Response from Monster Lead Group*

SNAPSHOT:

→ Intelligent Response is a turn-key direct mail marketing system that uses proprietary technology and custom data algorithms to deliver consistent, predictable inbound calls to mortgage lenders. Intelligent Response is for mortgage lenders who struggle with creating, delivering and measuring successful direct mail campaigns.

MONSTER
LEAD GROUP

Nationwide Title Clearing's PerfectDocs enables virtually anyone to produce compliant documents

NATIONWIDE TITLE CLEARING

PRODUCT:

→ *PerfectDocs*

SNAPSHOT:

→ PerfectDocs by Nationwide Title Clearing, Inc. (NTC) enables users to prepare, validate, execute, notarize and record their lien releases and assignment of mortgage documents, giving users 100% flexibility and control, which ultimately saves time and money.

Outsourcing or hiring in-house compliance experts are no longer the only options for servicers who need help handling lien releases and assignment of mortgage documents. With the help of PerfectDocs technology, virtually anyone can prepare, validate, execute, notarize, and even record these documents easily and within minutes.

Drawing on Nationwide Title Clearing's 30 years of experience, knowledge, and technology, the PerfectDocs platform allows users to produce a compliant document guaranteed by NTC, so long as the information is entered correctly.

PerfectDocs combines many complex processes into a single, streamlined workflow platform that anyone can use. Among the processes included are thousands of variations of county requirements, recording fees, agency and GSE guidelines, MERS requirements, and compliant forms.

Even users with minimal training or knowledge of lien releases and mortgage documents can produce compliant documents with PerfectDocs. The system drives the work, asking for information required in each jurisdiction and never requesting more information than is necessary to get the document recorded.

Users respond to on-screen prompts, as the PerfectDocs system will not allow users to move forward to the next step without providing the information required to complete the document.

The platform drives efficiency through its intuitive data entry options based on state and county requirements, managing key-

strokes to only what is required. Automatic and accurate calculation of recording fees for every recording jurisdiction nationwide based on the entered data and document content facilitates seamless entry.

These calculations help reduce the potential for county rejects due to inaccurate or incomplete data or incorrect recording fees, which reduces risk and potential legal expenses downstream.

NTC's forms stand up under scrutiny, giving users confidence that their documents will be sufficient once recorded and serve their intended purpose. By effectively and efficiently managing a complex and risk-conscious service, PerfectDocs makes compliance simpler.

In addition, PerfectDocs allows managers to control workflow with "share the work" capabilities. Users can choose which tasks are completed in-house and assign additional tasks to NTC for full-service document processing, an added benefit to disaster recovery and business continuity plans.

The PerfectDocs platform leverages NTC's eRecord coverage, resulting in a nearly-paperless process, with 85% of the volume being electronically recorded. This saves time, money and provides a fast, precise turn time on recorded documents confirming completion of the process.

As a web-based platform, PerfectDocs enables all these benefits in a 100% remote environment, allowing users to be flexible. This eases the burden faced by businesses and professionals working from home due to COVID-19.



Optimal Blue's Product & Pricing Solution gives lenders the tools to maintain a competitive product offering

Today's mortgage lenders need transparency and visibility into their business, their competition, and the mortgage market as a whole.

As the industry's most widely used product eligibility and pricing engine (PPE) with the largest single source of rate lock data, Optimal Blue's advanced Product & Pricing Solution is uniquely positioned to support mortgage lenders like no other solution. In just the last 12 months, the company has managed more than 240 million rate quotes and exceeded \$1.5 trillion in rate locks for its +1,000 lender clients.

Optimal Blue's PPE is broad in reach and deep in functionality, managing many core functions in mortgage lending, including decisive product eligibility and sophisticated pricing strategies as well as propelling the rate lock process. Its technology provides lenders with the tools to create and maintain an extremely competitive product offering, giving them the ability to choose from thousands of leading conforming, non-conforming, jumbo and government products — even supporting their own in-house portfolio products.

The company has made significant investments to break down the silos between mortgage technology systems, paying detailed attention to how its own systems function together. As a result, more than 70 mortgage technology vendors have integrated their systems with Optimal Blue's robust library of secondary marketing APIs, providing access to real-time pricing, lock functionality and more.

Optimal Blue also delivers real-time integrations between its industry leading Product & Pricing, Hedge Analytics and Loan Trading solutions. Its fully connected, end-to-end secondary marketing automation platform provides significant competitive benefits to its users, such as

a powerful concept called True BESTX, which ensures the best option — highest revenue or lowest cost — for any mortgage financing scenario.

Lenders who leverage Optimal Blue's PPE benefit from lower costs, more efficient workflows, increased profitability and enhanced competitiveness. Clients appreciate its value in terms of stability, performance and functionality, as well as the use of automation to decrease workloads.

In an ongoing effort to take automation to the next level, Optimal Blue developed a Lights-out Lock Desk roughly two years ago. This advanced capability enables clients to automate most aspects of the lock desk, including lock requests, price concessions, profile changes, product changes, relocks and lock extensions. Its granular auto-accept functionality saves time and industrializes key workflows, while margin automation and itemized dynamic markups allow for maximum profitability.

Recently, the company also added a feature to automatically accept post-lock changes that do not affect product eligibility or pricing when attributes of a loan profile change. This enables lenders to systematically recognize when change requests have no impact on rate, price, lock period or product, and then automatically process the modification, eliminating the need for manual review. One lender reported a 60% reduction in staffing requirements during peak refinance levels.

Optimal Blue continues to enhance its technology to support its many clients and meet the mortgage industry's ever-changing needs. By delivering the industry's most comprehensive and sophisticated functionality, it's no wonder more lenders rely upon Optimal Blue's Product & Pricing solution to support their unique business strategies, no matter how complex.

OPTIMAL BLUE

PRODUCT:

→ *Optimal Blue Product & Pricing Solution*

SNAPSHOT:

→ Optimal Blue Product & Pricing Solution provides mortgage lenders with an enormous amount of comprehensive and highly granular functionality, enhances a variety of workflow efficiencies, and enables lenders to be more competitive and confidently execute profitable lending strategies.



Servicers can use Sagent's Account Connect to deliver a personalized, streamlined experience to borrowers

SAGENT LENDING TECHNOLOGIES

PRODUCT:

→ *Sagent Account Connect*

SNAPSHOT:

→ Sagent Lending Technologies, a fintech company modernizing mortgage and consumer loan servicing for America's top banks and lenders, powers servicers and consumers throughout the homeownership life-cycle. Sagent Account Connect is the bank/lender-branded dashboard that homeowners use to manage their homes and loans from any device.

Customer retention is an ongoing challenge for servicers. Earning a customer for their borrowing and homeownership lifetime requires truly understanding borrowers and engaging each meaningfully. Additionally, as push-button digital mortgages have become mainstream, people have come to expect this same experience with the rest of their borrowing and home-owning lives.

Sagent's Account Connect is a powerful consumer-facing dashboard that allows servicers to deliver a streamlined and personalized experience to borrowers. Sagent Account Connect is branded as and deployed by the borrower's servicer.

When a borrower uses their servicer's branded version of Account Connect, they don't see any generic calls to action. Everything is hyper-relevant to their situation and current market conditions.

The Sagent Account Connect app begins with the basics, such as displaying loan balances, making payments and showing amortization schedules in real time. It becomes more engaging when servicers enable borrowers to model interest cost savings and faster payoff times by applying extra principal or refinancing.

Sagent's consumer dashboard keeps borrowers informed about their largest asset – their home – and presents them with relevant options to optimize their finances or even buy a new home. Smart self-serve tools empower homeowners to learn about their loan options on their own time and request human advice at any moment so they don't feel as though they must navigate complex processes and decisions on their own.

Account Connect is designed to be highly configurable, allowing servicers

to “build” their experience any way they choose without needing to code or recode for every customization and market or regulatory change.

Servicers can educate and engage homeowners by enabling real-time updates from any device and sharing data, while maintaining compliance, with lenders and borrowers simultaneously.

On an ongoing basis, a borrower might see messages about managing their escrow balance or updating insurance. Servicers might also allow a borrower to “Click for COVID-related mortgage assistance” to explore options based on their needs. All of these are custom to their profile so they can actively manage their mortgage.

The Account Connect vision is allowing borrowers to actively manage their homeownership experience, not just for a loan they have today, but for any lending needs they have over their life of borrowing and homeownership. Servicers can integrate rate data from their product and pricing engine to show rate-and-term or cash-out refinance scenarios to borrowers based on market, home improvement, debt consolidation or other opportunities—all of which help improve retention.

Servicers can use Account Connect to move quickly and deliver modern, omnichannel customer care to all homeowners, whether those borrowers are simply tracking monthly payments or deep into an economic hardship scenario. The ability for servicers to offer these tools will be a key indicator of those who emerge from the COVID economy stronger than they were before. Customers get what they need, and servicers deepen relationships while preserving the value of their MSRs.

SimpleNexus eClose unites all closing participants in a single, secure platform with native mobile efficiencies

The ability to continue closing loans while maintaining social distance is critical, and consumer demand for options that reduce the in-person aspects of the mortgage transaction is high. To help lenders meet that demand, SimpleNexus has developed SimpleNexus eClose, an integrated eClosing solution designed to make the process easier, more efficient, less expensive and more secure than traditional closings.

SimpleNexus eClose is a single platform for all closing participants: borrower, loan officer, loan officer assistant, real estate agent, processor, underwriter, settlement agent and closer. In developing the platform, the company focused on connecting stakeholders, uniting lender tech stack integrations and leveraging a mobile-first approach.

The platform will support everything lenders need in a digital closing solution, with enhancements coming later this year that include In-Person Electronic Notarization (IPEN), Remote Online Notarization (RON), Knowledge-Based Authentication (KBA), audit logging, hybrid closings, tamper-sealed documents and notary capture.

SimpleNexus eClose leverages industry-leading loan operating system integrations. It can pull all necessary information from the system of record, eliminating the need for duplicate, manual data entry. Bi-directional data sync means data is automatically pushed to the final repository in the LOS, saving time and ensuring information integrity.

Settlement agents can use the platform's dedicated Closing Portal to access packages, prepare documents with signature points and collaborate with lenders throughout the closing and title process. Once a loan has closed, the settlement

agent can use the portal to send the fully signed documents to the lender for review before automatically pushing them to their final repository.

SimpleNexus eClose's single sign-on is a key advantage, as borrowers no longer need to create an additional account to complete their closing. Instead, SimpleNexus offers its eClose solution within a one-platform experience designed to help the borrower navigate each stage of the homeownership journey, from home search through closing. One password or biometric login gives them access to complete the entire process, guided and step-by-step.

Users of SimpleNexus eClose also benefit from its native mobile efficiencies. Using the lender-branded mobile app, borrowers receive push notifications to prompt completion of closing tasks. Push notifications via a native mobile app result in a 67% better response rate compared to email or phone call reminders of tasks to be completed, SimpleNexus has found.

Additionally, the app enables borrowers to respond to requests, upload documents and eSign forms from anywhere at any time. This increased efficiency leads to faster closing times for all involved.

And in terms of security for eClosings, mobile app logs are more secure than those from web browsers, biometric authentication available on smartphones is superior to passwords and mobile document uploads are never stored on the device itself.

SimpleNexus is dedicated to making the mortgage process easier to navigate and simplifying collaboration for every party involved. Its eClose solution builds on this focus to make closing tasks efficient for borrowers, lenders and all other stakeholders.

SIMPLENEXUS

PRODUCT:

→ *SimpleNexus eClose*

SNAPSHOT:

→ SimpleNexus eClose is a comprehensive solution offering lenders new digital efficiencies during closing. Lenders can leverage SimpleNexus eClose for enhanced collaboration among all closing participants, decreased data errors via a deep LOS integration, and faster funding via mobile eSign and a dedicated native app with single sign-on convenience for borrowers.



Lenders can digitize 99% of their loan volume in as little as one month using Snapdocs Digital Closing Platform

SNAPDOCS

PRODUCT:

→ *Snapdocs Digital Closing Platform*

SNAPSHOT:

→ Snapdocs is the only digital closing platform proven to scale. Powering over 1 million closings a year, the industry-leading digital closing platform creates a single, scalable process for lenders, their settlement partners and every closing type — including wet, hybrid and fully eClose.

Mortgage closings are expensive, error-prone and inefficient for lenders. For borrowers, buying a home is often the largest purchase in their life, yet the closing feels like a painful means to an end. When low interest rates create a surge in demand, this inefficient manual process can increase the time to close from 30 days to 120 days or more.

Snapdocs Digital Closing Platform empowers lenders to close more loans at lower costs, while delivering the modern experience borrowers expect. It's the only eClosing solution that enables lenders to successfully and quickly scale digital closings.

Instead of taking months or years to reach full adoption, lenders can digitize 99% of their loan volume with Snapdocs in as little as one month. Snapdocs offers the industry's quickest implementation, due to its existing adoption among settlement, modern technology and proven approach.

Over 70% of the settlement industry already uses Snapdocs, enabling lenders to quickly roll out digital closings across their settlement partners. Lenders also gain access to Snapdocs' network of 75,000+ signing agents for remote webcam closings and mobile in-person closings.

Snapdocs' powerful AI makes digital closing adoption seamless. Its AI bots automatically annotate lender and title documents for eSigning in 11 minutes on average. This removes the burden of manually annotating documents or double checking whether annotations were correctly applied off of lenders, saving them time and making it possible to scale digital closings.

Because Snapdocs integrates with any LOS, POS and document preparation pro-

vider, lenders can automatically keep information and documents in sync between multiple systems.

"(T)he rollout is not actually that complicated. Snapdocs just made it really easy. You don't have to change the LOS you're using," said Kevin Strika, VP of operations at First Option Mortgage.

The success of Snapdocs' clients are a result of its pragmatic, proven approach to digital closings. Lenders not only get tools for eSigning, eNotes and remote online notarization (RON), but they also standardize their closing process.

By managing all types of closings — wet, hybrid and eClosings — with their settlement partners on Snapdocs' platform, lenders can shorten the closing process by two days on average, fund the same day and increase the loan capacity of their closers.

These efficiencies translate into a faster and smoother closing for borrowers, who can review their documents and eSign 75% of the loan package prior to the closing appointment. This reduces the number of errors surfaced at the closing table by 80% and shortens the closing appointment time to 15 minutes.

With Snapdocs Digital Closing Platform, lenders can rapidly experience the benefits of digital closings at scale.

"We were able to implement it (Snapdocs) with very little disruption to our normal daily processes, which really helps. We started out on a very small scale with one closer... Then, finding that that worked so much better than we had anticipated, we rolled it out pretty much on a grand scale within a couple of weeks," said Sheri Nedley, SVP of capital markets and operations at The Mortgage Firm.

SoftWorks AI's Trapeze for Mortgage Automation can extract and auto-validate critical loan packet data

Automation and machine learning have been big drivers in advancing operations in the mortgage industry. As lenders continue to transition more of their business from manual to digital, they're looking for a solution that significantly minimizes human touch and reduces loan processing costs while continuing to deliver accurate results in the shortest time possible.

With Trapeze for Mortgage Automation, SoftWorks AI has combined artificial intelligence and computer vision to effectively streamline the loan approval process. This data extraction and classification process takes humans out of the loop and achieves high rates of business process optimization.

Most document automation solutions are unable to reliably indicate when data is provably correct. This means operators must spend time manually reviewing data, therefore negating any efficiency gains promised by the technology.

Trapeze is drastically different from solutions that rely solely on off-the-shelf optical character recognition (OCR) and data extraction technology.

Instead, Trapeze uses a suite of advanced computer perception methods to ensure the highest data accuracy rates possible.

Trapeze extracts and auto-validates critical data from loan packets so that users can approve or deny loan applications with as little time and effort as possible, improving turnaround time and helping financial institutions acquire more profitable loans in an efficient manner. Clients have reported loan packet processing time being cut by as much as 96% as a result of automated classification and data extraction of loan documents.

The Trapeze solution can ingest a variety of file types and classify distinct documents into appropriate categories to create an organized, automated environment. In addition, Trapeze comes with machine learning capabilities, allowing the software to learn from user behavior and improve touchless automation over time.

As COVID-19 led to many businesses pivot to working from home, SoftWorks AI saw an immediate need to accelerate its development in touchless automation and straight-through processing.

Its most recent improvements drastically reduce the need for human correction, bringing the company closer to its goal of 100% straight-through processing.

The latest version of Trapeze for Mortgage Automation incorporates advanced data validation technology to drastically reduce the need for human review. By generating reliable data, lenders can move valuable resources away from "stare-and-compare" activities and focus them on higher-value tasks. In addition, by eliminating much of the need for humans to "double-check" the data, clients are able to process more information without increasing their labor costs or time.

Lenders who use Trapeze can provide borrowers near real-time feedback and confirmation at document submission. In addition, processing times for underwriting, loan onboarding and compliance are also significantly reduced.

SoftWorks AI's Trapeze is the gold standard for mortgage document automation. Companies that choose Trapeze realize dramatic improvements in data accuracy and operational efficiency. With SoftWorks AI, mortgage firms can achieve the highest levels of real-time, straight-through processing.

SOFTWORKS AI

PRODUCT:

→ *Trapeze for Mortgage Automation*

SNAPSHOT:

→ Trapeze for Mortgage Automation leverages 20 years of Advanced Computer Vision and AI research to transform documents into intelligent actionable data. Trapeze allows firms to fully automate many of their mortgage document processes.



Servicers can use Sutherland's Chatbot Solutions to scale up customer support without adding staff

SUTHERLAND

PRODUCT:

→ **Sutherland Chatbot Solutions**

SNAPSHOT:

→ Sutherland Chatbot Solutions is the conversational AI experience solution offered by Sutherland. Combining user-centered design, AI and 30 years of customer experience leadership, Sutherland Chatbot Solutions are enterprise-grade conversational AI applications that help clients automate, scale and grow.

Today's consumers are increasingly drawn to self-service options for customer service and support. As the loan servicing sector searches for answers on increasing customer satisfaction and retention, conversational AI and chatbots are a great opportunity to provide borrowers with a self-service portal to improve their experience while reducing a servicer's operating costs.

Sutherland's Chatbot Solutions are enterprise-grade conversational AI applications designed to help clients reduce costs, scale and grow their businesses. These chatbots, powered by conversational artificial intelligence and machine learning, use messaging and AI to converse with humans and automate repetitive tasks.

Sutherland's Chatbot Solutions team combines the expertise of its mortgage executive and digital labs staff to work with servicers on a customized self-service and automation capability that aligns with their brand and integrates with their CRM and enterprise systems. The team's chatbot design and implementation work is based in Sutherland's San Francisco labs.

The Chatbot Solutions team offers its clients end-to-end solutions and service. The development process begins with a deep dive into the customer experience, identifying pain points and other opportunities for automation and conversational AI to improve the process for everyone involved.

With a dedicated team of software and machine learning engineers, Sutherland builds out conversational flows for each use case. They develop scripts that align with brand tone and the chatbot goals, then layer this script and a client-branded user interface on top of the chatbot's engine and integrations for deployment.

After deployment of a chatbot, Sutherland's team continues to monitor the solution, operating, optimizing and iterating on the process.

Sutherland's team can develop preliminary functioning prototypes in just a few weeks. Full system integrations, including CRM, authentication and backend integrations, tend to require one to three months.

For servicers, Sutherland's Chatbot Solutions are an opportunity to enhance the customer experience while reducing operating costs. Chatbots can engage with customers via messaging or chat systems to handle simple, frequently asked questions, freeing up time for human customer service representatives to handle more nuanced, complex problems and tasks.

Borrowers looking for a fast, simple answer don't want to wait on hold or go through multiple button prompts. Chatbots are able to answer inquiries more efficiently, improving response speed and efficiency as well as customer satisfaction and retention.

In instances where the chatbot can't answer an inquiry – for example, if the question is more complex or in cases where the borrower requests to speak with a human representative – Sutherland's chatbot designs can include handoff to a live agent.

Servicers using Sutherland's Chatbot Solutions also see an increase in their Net Promoter Score (NPS), as customers appreciate the quick, accurate responses and the ability to self-serve.

As the economic circumstances related to COVID-19 lead to an influx of borrower questions about forbearance, the use of chatbots allows servicers to scale up their customer service capabilities without increasing headcount. Clients allowing customers to self-serve via conversational AI see a dramatic reduction in call volume.



Qualia Post automates the post-closing document collection process between lenders and title and escrow

The partnership between lenders and title and escrow agents is complex, involving work that can be difficult to manage for both sides. Title companies receive an overwhelming amount of inbound communications from lenders requesting documents, and lenders rely on title and escrow to provide those crucial documents throughout closing. With little transparency, automation or streamlined reporting for these processes, mortgage lenders can lose valuable time, suffer efficiency losses and even incur financial penalties.

Qualia Post automates the closing and post-closing process, giving lenders and title companies a more efficient and less expensive experience on every mortgage. Lenders using Qualia Post report a 25% reduction in time spent on post-closing operations, freeing them to work on more high-value tasks.

Qualia Post is an entirely web-based platform that fully integrates with title companies' main workflow software, allowing lenders to automatically receive documents in a consistent manner from their title partners, even if they work with hundreds of different title companies. Set-up time typically takes less than an hour, requiring no training for post-closers and minimal training for their title and escrow partners.

Traditionally, funding departments and post-closers spend hours tracking and managing document requests, often from multiple companies simultaneously. Qualia Post's real-time reporting and visibility allows lenders to see which requests are open, which have been completed and which are overdue.

The system also automatically notifies post-closing teams as soon as documents arrive, leading to fast reviews and immediate processing.

Workflows within Qualia Post are customizable and integrate directly into the

lender's LOS. Qualia Post automatically sends trailing document requests to title and escrow companies, triggered by a milestone from within the lender's system.

Title and escrow partners then receive an invitation to a secure portal they can use to seamlessly upload digital trailing documents. For title & escrow companies that use Qualia as their core software provider, electronic documents are automatically shared with mortgage lenders. Once shared, the documents are automatically uploaded to the designated folder in their lender's LOS, removing the need for lenders to manually upload and scan documents. The portal also protects the end customer by ensuring their sensitive information is secure.

Qualia Post can support the collection of physical documents, electronic documents or both depending on investor preference. The system includes a feature to enable filtering to determine which investors will accept electronic documents, resulting in a consistent, streamlined workflow for everyone involved in post-closing.

Qualia Post also automates additional document request follow-ups ahead of the post-closing. Lenders can set up custom reminders that prompt their title partners to upload their documents via the secure link. Qualia Post will continue to automate each document retrieval for the lender until the request has been fulfilled.

During the current low-interest environment brought on by the coronavirus pandemic, mortgage volumes have fluctuated dramatically. These uncertain conditions threaten already tight margins. Qualia Post helps lenders manage these spikes in loan volume without sacrificing cost or efficiency. Automating the document collection process between lenders and title and escrow businesses saves valuable time and allows skilled workers to focus on other tasks that deliver improved business outcomes.

QUALIA

PRODUCT:

→ *Qualia Post*

SNAPSHOT:

→ Designed specifically for mortgage lenders, Qualia Post automates the collection of closing and post-closing documents from title and escrow companies. Qualia Post integrates with Loan Origination Systems (LOS) in minutes and includes a live team of Qualia Fulfillment Specialists dedicated to working with title and escrow companies on your behalf.



Inspex by Xome allows lenders to offer borrowers an easy-to-use, contactless valuation option via app

XOME

PRODUCT:

→ *Inspex by Xome*

SNAPSHOT:

→ Inspex is an easily accessible and useable app that can be downloaded from the borrower's preferred app store. This DIY home inspection app is integrated into Xome's valuation systems to make inspections easier for borrowers while still giving lenders the tools they need to manage risk.

The realities of COVID-19 have forced appraisers and lenders to find new ways to conduct interior inspections. Inspex by Xome, a mobile inspection app, allows lenders to offer borrowers an easy, contactless valuation option that accelerates loan application approvals.

Inspex is the result of Xome collaborating with several lender lab partners to improve the real estate experience for appraisers, lenders and consumers. The app walks consumers through the process of taking and submitting exterior and interior photos and videos of their own property. The information provided is independently verified and lenders are able to control how and when Inspex is used in the mortgage process.

The app was designed to be a patented process rather than a photo collection application. The first step of that process is an eligibility tool backed by a customizable set of rules to determine whether the property requires a traditional inspection or if Inspex is the right fit. Those rules can include AVM Value and Confidence Score, square footage, property type, and public record vs. MLS discrepancies.

Inspex was developed as part of an entire valuation system. The app can be used as the inspection component to an appraisal or for valuation products that do not require an appraiser or other inspection. This approach lends Inspex the flexibility to be used across a variety of channels, from home equity lending to servicing.

With Inspex, property owners have a safe and secure way to complete a property valuation without anyone needing to enter

their home. The app guides the borrower through an easy, step-by-step process that is complete in less than 20 minutes. Because they can complete the inspection at their convenience, it reduces scheduling hassles.

The information gathered by the app is verified independently using public record data. It's also fraud-proof, with time and date stamps on photos and built-in safeguards to ensure locational data integrity remains intact, providing peace of mind for lenders and appraisers.

Lenders will appreciate that Inspex allows them to offer customers easy-to-use tools and resources to quickly help them achieve their homeownership goals. Inspex also lowers costs and improves speed-to-close, with valuation results in days rather than weeks.

In cases where the homeowner is not comfortable with a vendor in-home inspection, Inspex can be coupled with an appraiser-completed exterior inspection, still allowing for a full-scope review of the property.

Appraisers are able to remain independent and can produce an independent valuation without needing to schedule appointments.

Throughout the Inspex development process, Xome and its partners gave careful consideration to how this process will affect the lender and the borrower. Not all borrowers will embrace the ability to perform their own inspection and not all properties are suited for it – Inspex is designed to offer lenders and servicers the flexibility to use it at the right time, for the right customer and for the right properties.

