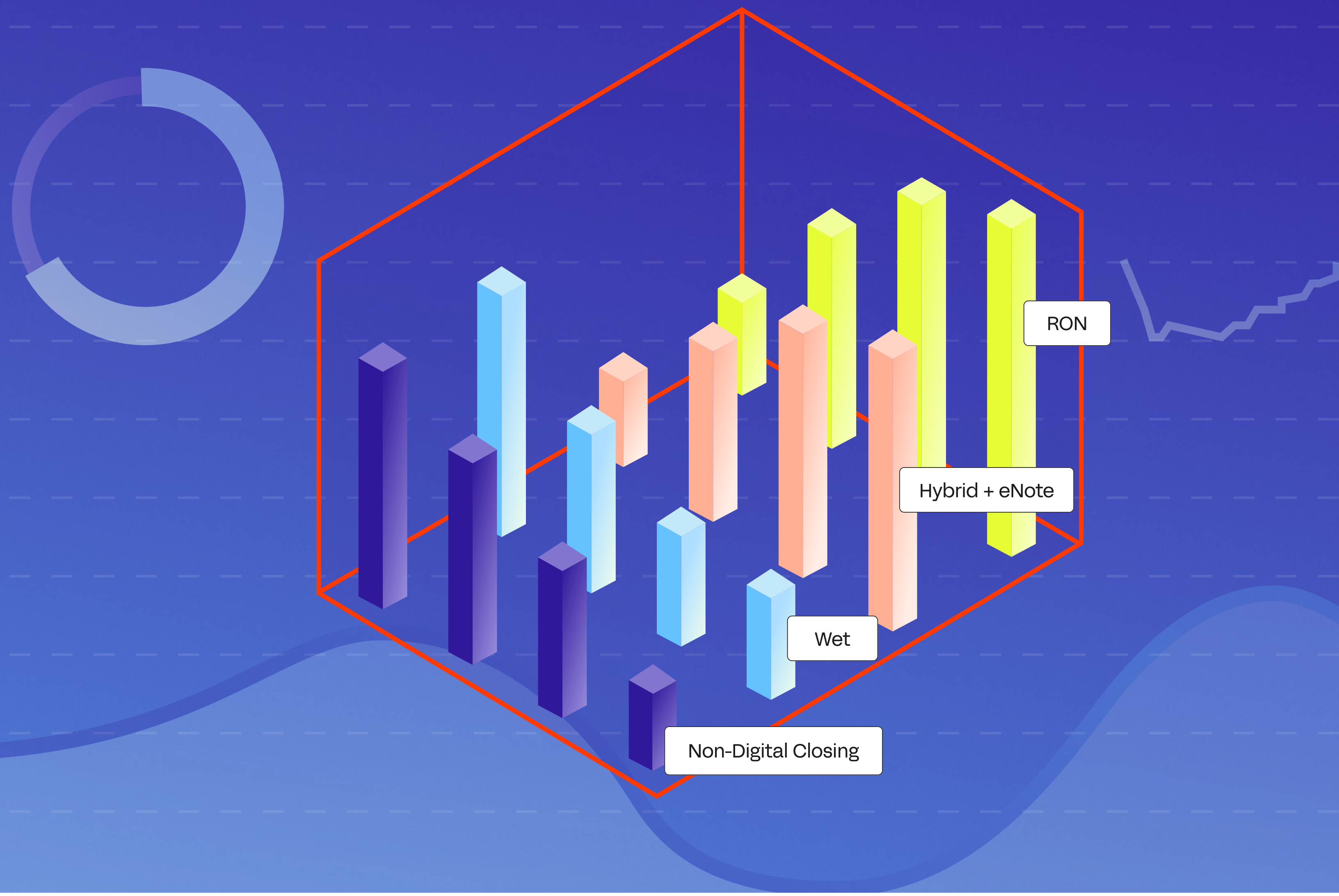
THIRD EDITION

The 2025 State of eClose Adoption Report

100 lenders reveal how their digital closing adoption has changed over time—and their plans for the future.



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Introduction

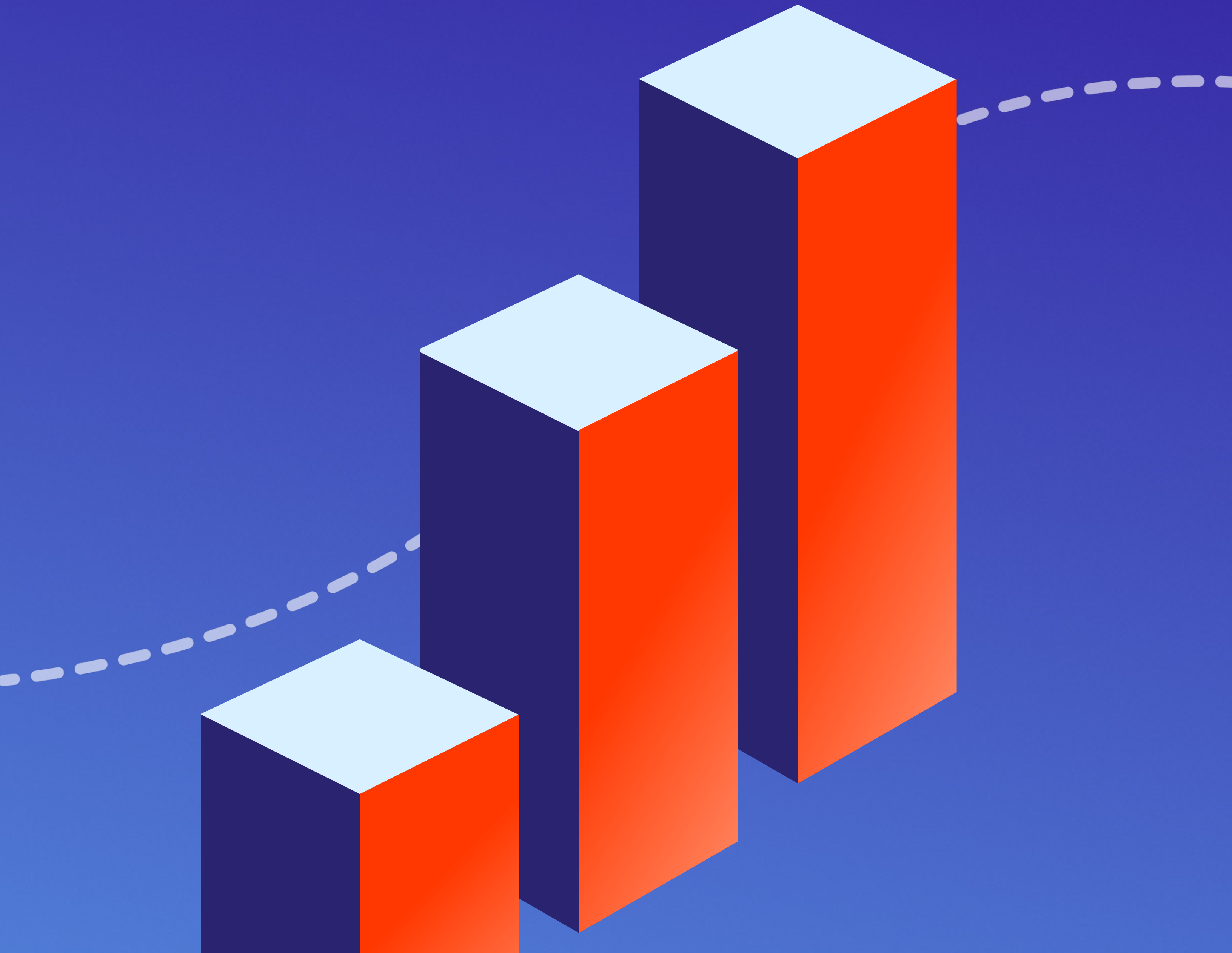
Once considered a nice-to-have, digital closings have become an essential tool for mortgage lenders. With shifting market conditions and evolving borrower expectations, the question is no longer if lenders are embracing eClosing—but how deeply it's embedded into day-to-day operations, and whether lenders are realizing its full potential.

For the third edition of The State of eClose Adoption Report, Snapdocs partnered with Arizent to anonymously survey 100 mortgage lenders across banks, credit unions, and independent mortgage banks (IMBs) to answer the following questions:

- Are lenders making meaningful progress toward widespread eClose adoption?
- Are their priorities evolving in response to the rapid expansion of AI?
- What factors are helping—or hindering—lenders' ability to scale?

RESEARCH FINDINGS:

Adoption Trends

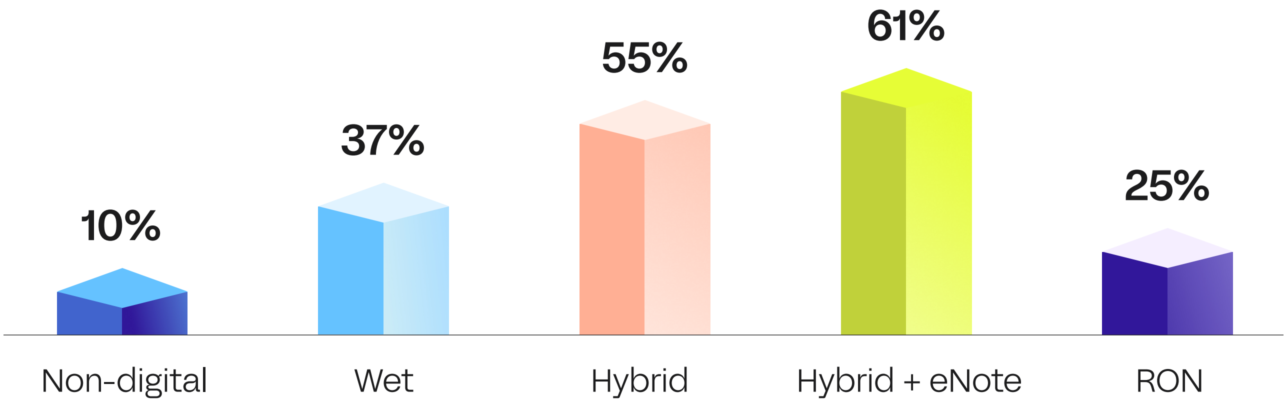


FINDING

90% of lenders now offer digital closings to their customers

In just two years, eClosing technology has become nearly universal among lenders. As of 2025, 90% of lenders offer borrowers some form of digital closing—a significant leap from 74% in 2023.

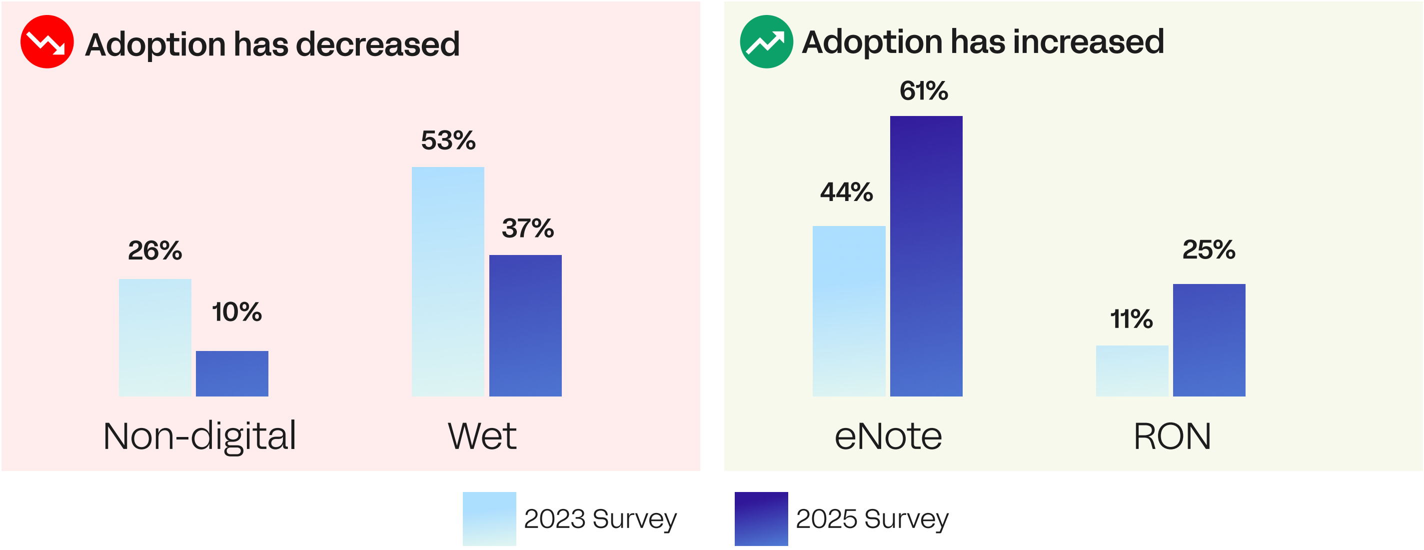
What types of closings do you offer to your customers?



Momentum is shifting toward more advanced closing types

The number of lenders who offer both eNote and RON closings has increased dramatically since 2023. Meanwhile, the share of lenders offering hybrid closings remained relatively consistent among respondents—55% of lenders offered them in 2025, compared to 62% in 2023. Lenders offering wet and non-digital closings saw the most significant decline since 2023, signaling a clear shift away from paper-based processes.

Year-over-year change: What types of closings do you offer to your customers?

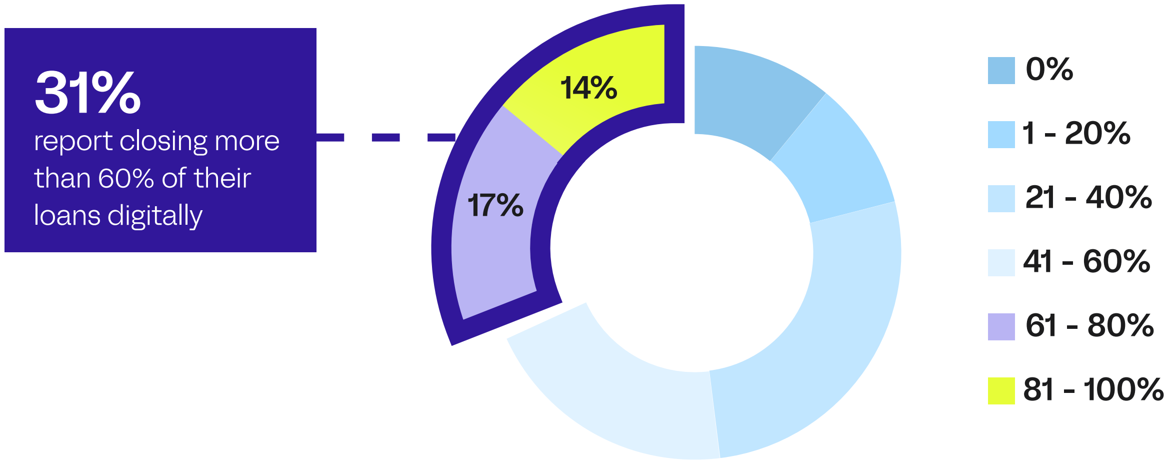


FINDING

Despite an increase in tech investment, many lenders have not achieved wide-scale eClose adoption

In 2025, only 31% of lenders report closing more than 60% of their loans digitally. Interestingly, while more lenders offer digital closings, actual usage (i.e., adoption) has stayed relatively unchanged—only modestly increasing from 28% in 2023.

What percentage of your total loan volume was closed digitally?



Why does low overall adoption matter? Lenders who are not achieving high adoption levels often miss out on the full value of their investment. In a recent study conducted by Falcon Capital Advisors[1], research showed that the benefits of digital closings—like operational efficiencies, cost savings, improved borrower experience, and faster secondary market delivery—are most impactful when applied at scale.

LENDER INSIGHTS

The majority of Snapdocs lenders have achieved >80% eClose adoption, 3.5x the industry average.[2]

[1] Cost-savings analysis conducted by Falcon Capital Advisors (The ROI of Digital Closings), 2024

[2] Based on Snapdocs customer transaction data, 2025

FINDING

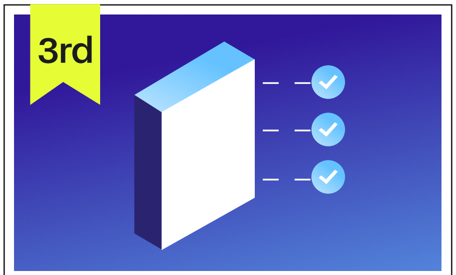
Borrower satisfaction is the #1 benefit lenders achieve with eClosing technology

Respondents were asked to rank the benefits they've experienced with eClosing technology from most to least impactful. Borrower satisfaction took the top spot—but only by a narrow margin over increased staff efficiency and a faster closing process.

Which of the following benefits has your organization gained as a result of adopting eClosing?

Improved borrower satisfaction

Increased staff efficiency and faster closing process



Fewer closing errors

4. Faster funding (secondary market)
5. Improved margins (cost-savings)
6. Gained a competitive edge among peers
7. Fewer security risks
8. Improved staff retention

FINDING

Technology cost is the primary barrier to eClose adoption

Respondents were asked to rank their top challenges to eClose adoption across five key categories. Half of respondents identified cost as the top barrier to adoption—consistent with findings from 2023.

Which of the following pose a challenge to effectively adopting eClose technology at your organization?

1st
50%
High cost of technology

2nd
42%
Lack of adoption from stakeholders
(e.g., settlement, LOs, and borrowers)

3rd
41%
Issues with digital closing technology
(lack of integrations, platform errors, etc.)

4th
34%
Lack of investor acceptance of digital closings

5th
32%
Competing business priorities / lack of leadership buy-in

Research Insights

Lenders who have not yet invested in eClosing cited cost and lack of prioritization as the key barriers to adoption. Despite these hurdles, **60% of non-adopting lenders say they still plan to invest in eClosing technology in the future.**

RESEARCH FINDINGS:

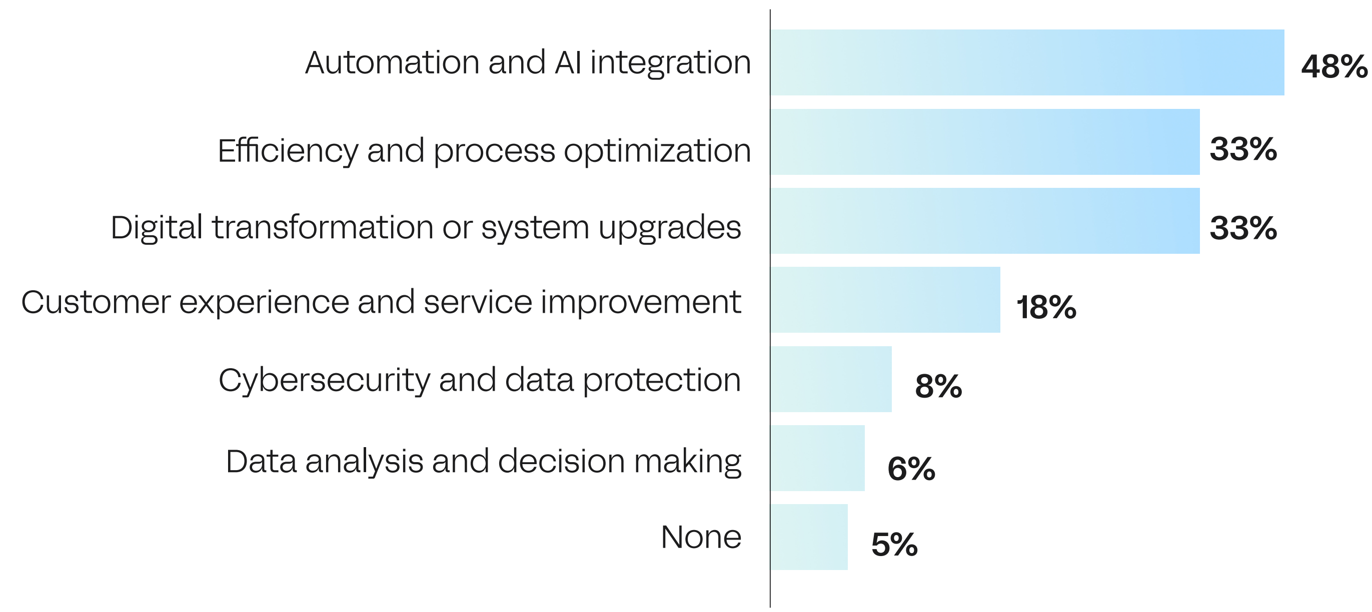
Looking Ahead

FINDING

Nearly 50% of lenders ranked Automation and AI integration as their top priority in 2025

AI and automation are no longer rapidly emerging trends—they're central to lenders' technology strategies for the year ahead. As the top priority for mortgage lenders, they signal a broader push to streamline operations and better serve today's borrowers. As one lender put it, the goal is to "automate mundane processes" and "onboard clients entirely with AI, should they prefer it."

What are your organization's top technology priorities within the next 12 months?



LENDER INSIGHTS

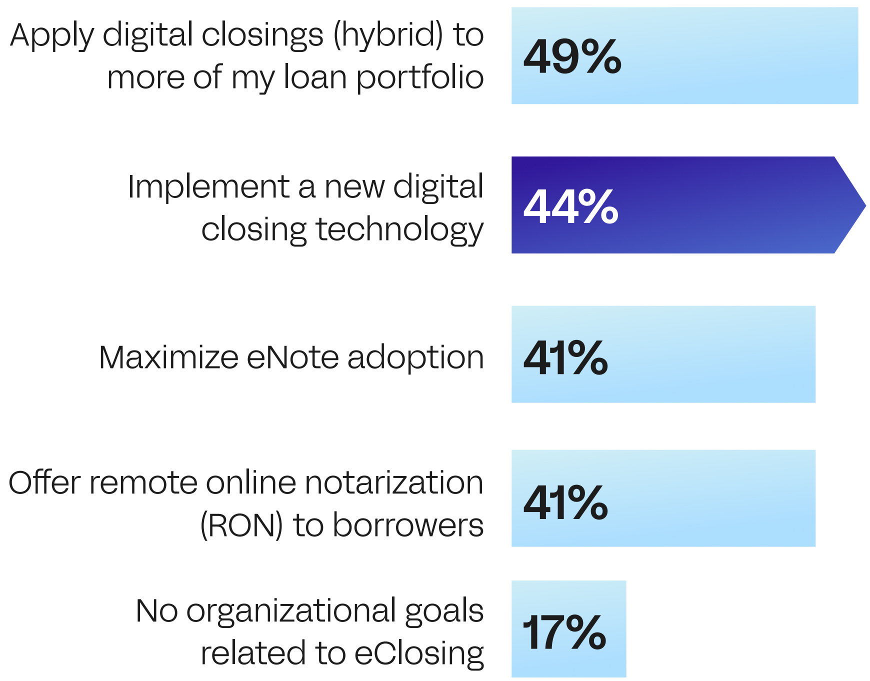
Based on lenders' continued focus on AI and Automation, we expect to see eClose adoption increase over the next year—particularly with the introduction of new tools that automate manual pre- and post-closing tasks.

FINDING

8-in-10 lenders have defined eClosing goals for the next 12 months

Digital closings remain a top priority for lenders in 2025. Nearly half of respondents plan to expand hybrid closings across more of their loan portfolio, while 41% are focused on maximizing eNote adoption. Notably, the percentage of lenders planning to offer remote online notarization (RON) to borrowers has more than doubled compared to 2023.

What is your organization's primary goal for eClosing within the next 12 months?



Research Insights

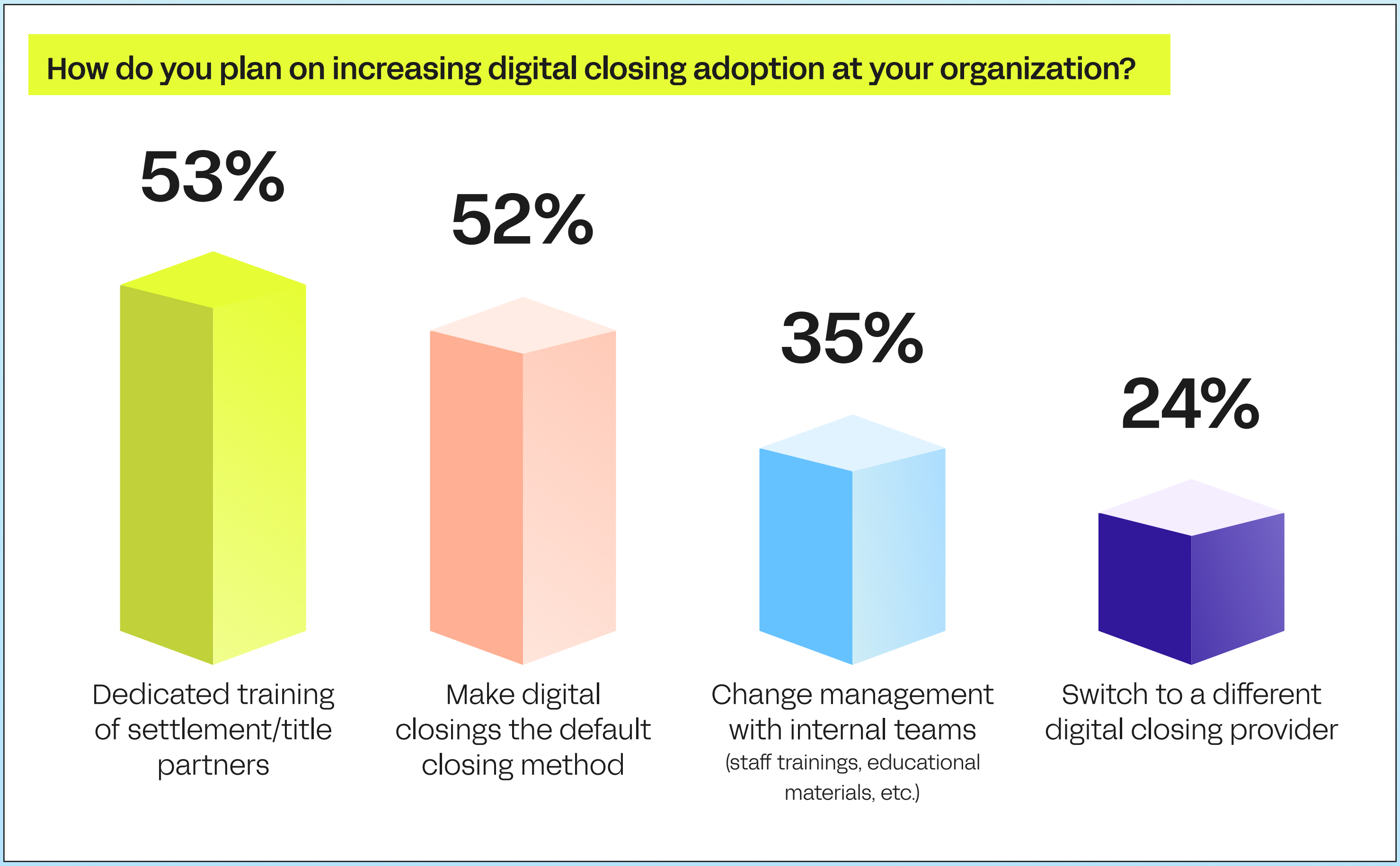
Nearly half of respondents plan to implement a new digital closing technology in the next 12 months to accelerate adoption across their existing loan portfolio.

FINDING

Lenders are focusing on two key strategies to increase eClose adoption

Over half of survey respondents plan on increasing eClose adoption by investing in dedicated training for settlement partners (53%) or making eClosing their default closing method (52%).

Interestingly, the lender's size impacted their approach to increasing eClose adoption. 46% of lenders with $1B or more in loan origination volume plan to focus on internal change management, compared to only 25% of lenders with less than $1B in loan origination volume.



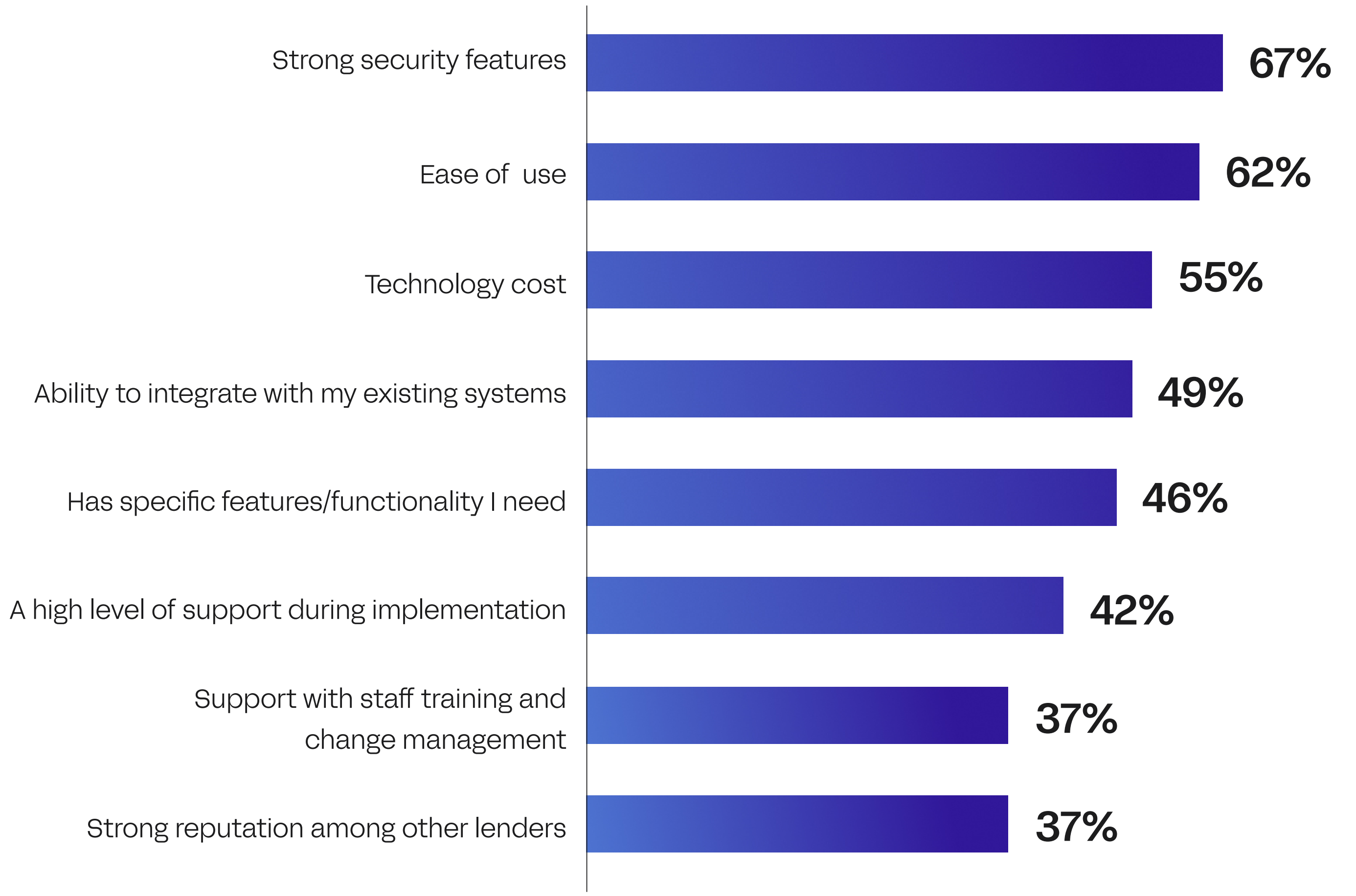
FINDING

When it comes to selecting an eClosing provider, lenders prioritize security, ease of use, and cost

Survey results show that lender priorities have remained largely unchanged since 2023, with a continued focus on security features, usability, and price.

What has changed, however, is the order of these priorities. In 2025, platform usability ranked above technology cost for the first time—suggesting that lenders are more willing to invest in solutions that offer a better user experience and deliver consistent results, they come at a higher price point.

What are the most important criteria when selecting an eClose provider?



Conclusion

The data tells a consistent story: the foundation for digital closings is firmly in place, but the path to widespread adoption requires more than technology alone. Lenders that are seeing the most value from eClose are investing in training, change management, and smarter workflows.

As AI and automation take center stage, lenders have an opportunity to build on their digital investments and deliver a closing experience that's faster, simpler, and better for everyone involved. The momentum is there—what happens next will be shaped by the decisions lenders make this year.

Snapdocs has helped hundreds of lenders achieve their eClose adoption goals

Learn how Snapdocs customers are achieving 3.5x higher eClose adoption than industry average.[2]

Book a Meeting

Appendix

eClosing definitions

To best understand the findings of this research, it is important to define the five primary mortgage closing types that are referenced in this report:

Non-digital closing

A traditional closing where all documents are printed on paper. During an in-person closing appointment, borrowers and other parties review, notarize, and physically sign the full closing package.

Wet closing

During a wet closing, the borrower reviews all closing documents electronically before attending an in-person closing appointment, where they physically sign and notarize the full closing package.

Hybrid closing

A hybrid closing incorporates both digital and non-digital elements. The borrower electronically reviews and eSigns the majority of the closing package, then attends a short in-person closing appointment to physically sign and notarize any remaining documents.

Hybrid + eNote closing

A hybrid + eNote closing follows the same format as a hybrid closing, with the addition of an electronic promissory note (eNote). Both the eNote and most closing documents are eSigned before a short in-person closing appointment.

RON (Remote Online Notarization) closing

Sometimes referred to as a “full eClosing,” a RON closing is conducted entirely electronically. Like a hybrid + eNote closing, the borrower previews and eSigns the eNote and most other documents. Instead of attending an in-person closing appointment, the borrower attends a virtual closing with a notary to electronically sign any remaining documents.

Methodology

This study was conducted by Arizent and National Mortgage News on behalf of Snapdocs. This research was conducted during February and March of 2025, surveying 100 consumer lending professionals. To qualify, respondents had to be manager-level or higher and involved in loan closing, prequalification, origination, or processing at a bank, credit union, or nonbank lender.

This research was a blind (i.e., anonymous) data collection effort; Snapdocs was not identified as a sponsor and had no influence on the findings.

About Arizent

Arizent is a business information company that advances professional communities by providing insights and analysis and convening industry leaders. The company uses deep industry expertise and a data-driven platform to deliver its services, which include subscriptions, marketing services, live events and access to Leaders, an executive forum. Arizent also connects business communities through leading financial services brands like American Banker, The Bond Buyer, Financial Planning and National Mortgage News, as well as professional services brands like Accounting Today, Employee Benefit News and Digital Insurance.

About Snapdocs

Snapdocs is the leading digital closing provider, connecting the people, processes, and technologies that power a mortgage closing. Our platform automates every interaction between lenders and title companies from pre-closing through the sale of the loan. With our patented AI technology, hands-on customer service, and extensive partner network, all mortgage participants enjoy accurate, smooth, and secure closings. Our approach gives customers a competitive advantage by saving them time and money. Snapdocs makes mortgage a snap.