



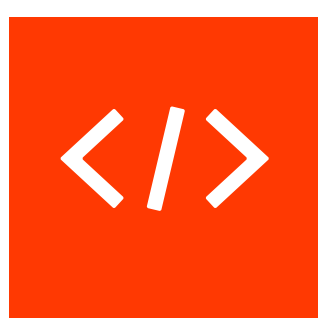
# 25 Questions to Ask Your eClosing Provider

Not every digital closing solution offers the functionality necessary to meet your needs. Here are 25 questions to ask when evaluating a digital closing provider.



## Business Results

- ☐ What is the average percent of eClose adoption (wet, hybrid, eNote, RON) across your customers?
- ☐ What are the average cost savings your customers achieve per loan?
- ☐ What is the improvement your customers see in time (days) to close a loan?
- ☐ What improvement have your customers seen in borrower experience (NPS)?
- ☐ What is the average error rate on closing packages? What percent reduction have they experienced since implementing your product?



## Technology Features

- ☐ Will your solution integrate with my tech stack (LOS, TPS, Doc Prep, eVault, etc.)?
- ☐ What other integrations do you have available?
- ☐ How does your technology support different county, state, and investor requirements?
- ☐ What features/capabilities have you developed to improve borrower experience?
- ☐ How are you utilizing AI to reduce errors and manual workflows?
- ☐ How is important information shared across lenders, settlement companies, and borrowers (e.g., appointment status, closing documents, notary details)?
- ☐ Are there any loan types that your solution doesn't support?
- ☐ Are there any edge cases that your solution doesn't support?





## Customer Support and Implementation

- ☐ What does your customer support model look like?
- ☐ How many lenders and settlement companies currently use your platform for closings?
- ☐ What is the average time to first live loan?
- ☐ What is the average time to full eClose adoption?
- ☐ What does your change management support/process look like?
- ☐ How do you ensure stakeholder adoption (loan officers, settlement agents)?
- ☐ What are your adoption rates (opt-out) for settlement agents?
- ☐ What training resources do you provide to loan officers and settlement agents?
- ☐ What resources do you provide to help borrowers with digital closings?
- ☐ If/when issues arise, what support do you provide and is there a service-level agreement (SLA) in place?
- ☐ What resources do you provide to help identify which investors accept digital closings?
- ☐ How do you help lenders understand their portfolio's digital eligibility (how 'e' each loan can be)?
- ☐ May I talk to some of your current eClosing customers?

**Learn how Snapdocs helps lenders achieve 3x the industry's eClosing adoption rate.**

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