



Extending the Digital Mortgage Experience to the Closing Table

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This original report, sponsored by ServiceLink and its EXOS Technologies division, examines key challenges and opportunities in mortgage origination processes and the evolving role that digital mortgage strategies play in enhancing the loan closing process for borrowers and lenders.

This research report was independently produced by Javelin Strategy & Research. Javelin maintains complete independence in the data collection, findings, and analysis contained in this report.

Much of the digital mortgage advances over the past few years have focused on the front-end application process, leaving opportunities to apply similar strategies to the rest of the origination process largely untapped. Digital closings can offer benefits to lenders, consumers, and other participants in mortgage and real estate transactions. But long-standing challenges to adoption have become more pronounced, as the initial application process continues to deliver more robust automation and consumers and businesses shift their behaviors in response to the global COVID-19 pandemic. Lenders must confront these issues head-on or risk losing loan volume and referral business to more nimble competitors.

Consumer data in this report was collected via an online survey fielded in March 2020, consisting of 1,500 single-family homeowners who obtained either a purchase mortgage, refinance mortgage, home equity loan/line of credit for their single-family home, or who sold a single-family home, on or after January 2018.

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