FlashClose[SM]

Title Agent FAQs

Make your closing a success.

What is FlashClose[SM]?
FlashClose[SM] is a hybrid closing which enables the borrower to electronically sign most of their closing documents prior to their in-person meeting. The borrowers will only need to execute a slim package in person, consisting mostly of documents to be notarized.

What tech do I need for FlashClose[SM]?
No special technology or equipment is needed for the settlement agent or title company. FlashClose[SM] is compatible with Chrome, Firefox, Safari and Edge. If you have a computer and working internet, you're set!

How is a FlashClose[SM] signing different from the usual signing process?
The only difference in signing with FlashClose[SM] is the number of documents the settlement agent must print in preparation for the closing appointment. With FlashClose[SM], fewer documents require a physical signature since borrowers can eSign eligible documents prior to the in-person meeting.* The rest of the process is the same as any other closing where the settlement agent receives notifications of signing and is kept in the loop from start to finish.

Are there any eSign requirements for the title company or settlement agent?
No, only the borrower will eSign documents. Any documents specific to title company will be wet signed.

What loans are eligible for FlashClose[SM]?
Most loans are eligible for FlashClose[SM]! Conforming conventional, FHA, VA and second home products are eligible.** The following scenarios are not eligible for FlashClose[SM]: Power of Attorney, Double Trust, Land Trust, and Texas Cash Out.

Who will receive the FlashClose[SM] notifications?
Emails and links are sent to your email address on file. Work with your Rate team to confirm the best communication for your company and settlement agents.

* Make sure to notify the notary of this slimmer document package to ensure a smooth closing!
** Please consult with your Rate loan officer for specific eligibility questions.

When can a borrower sign their documents?
Once a loan is ready for closing, the assigned closer will send documents out for review. Documents are only opened for eSign on the Day of Closing (e.g. 12:01 AM local time).

What does the Title company do with the eSign documents?
No action needed! Title companies only need to return the wet signed documents as specified in our Closing Instructions.

Should I print out all documents as a precaution?
No, you should not have to print all documents just the wet sign materials. You will also receive an email notification when the borrower has digitally signed documents.

What if the borrower doesn't complete the eSign portion?
Prior to the closing appointment, check Solex. If the borrower has not completed the eSign portion, they can complete the eSign portion during the closing appointment using a laptop or mobile device.

What if the borrower wants a copy or printout of their documents?
Let the borrower know they can sign into the portal for a month after closing and download or print their documents.