



Recognizing ROI: Improve Margins with a Connected Transaction



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“

Production costs [in the fourth quarter] reached their highest levels since the inception of MBA's report, and production volume has now declined for eight consecutive quarters.

”

Marina Walsh, CMB
MBA's VP of Industry Analysis

Challenges in Real Estate Transactions for Lenders

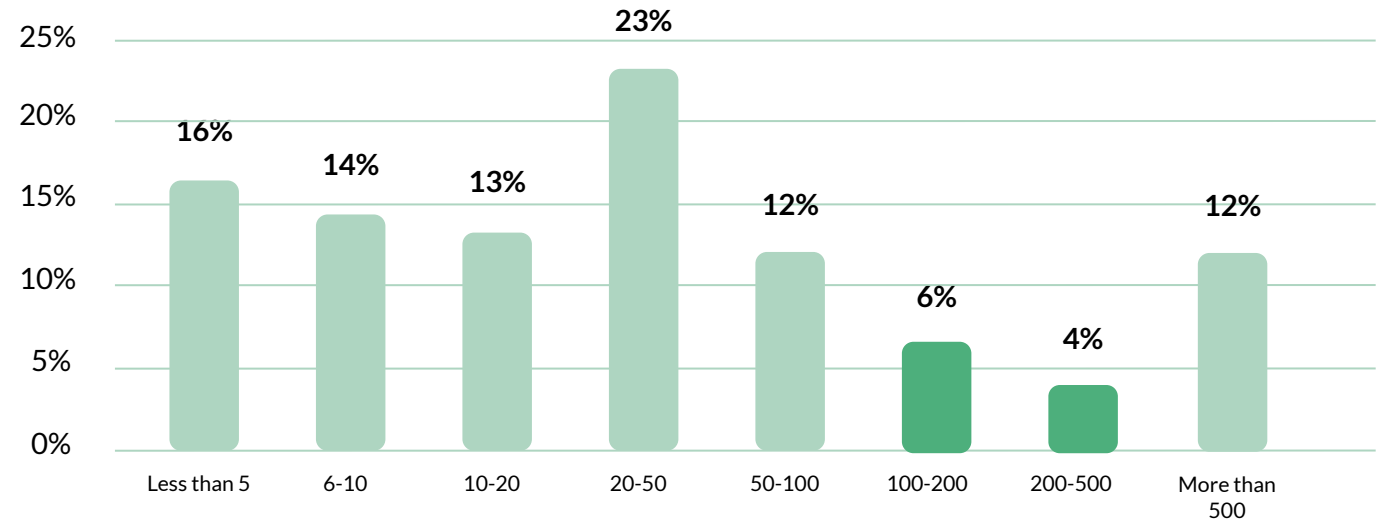
- Lenders **juggle a number of title company** relationships which makes consistency and standardization difficult
- Lenders **lack end-to-end integrated tools to work with title companies** which results in manual processes and security risks when information is exchanged over insecure channels
- Lenders **lack visibility and control over their closing process** which inhibits their ability to identify bottlenecks and improve the process



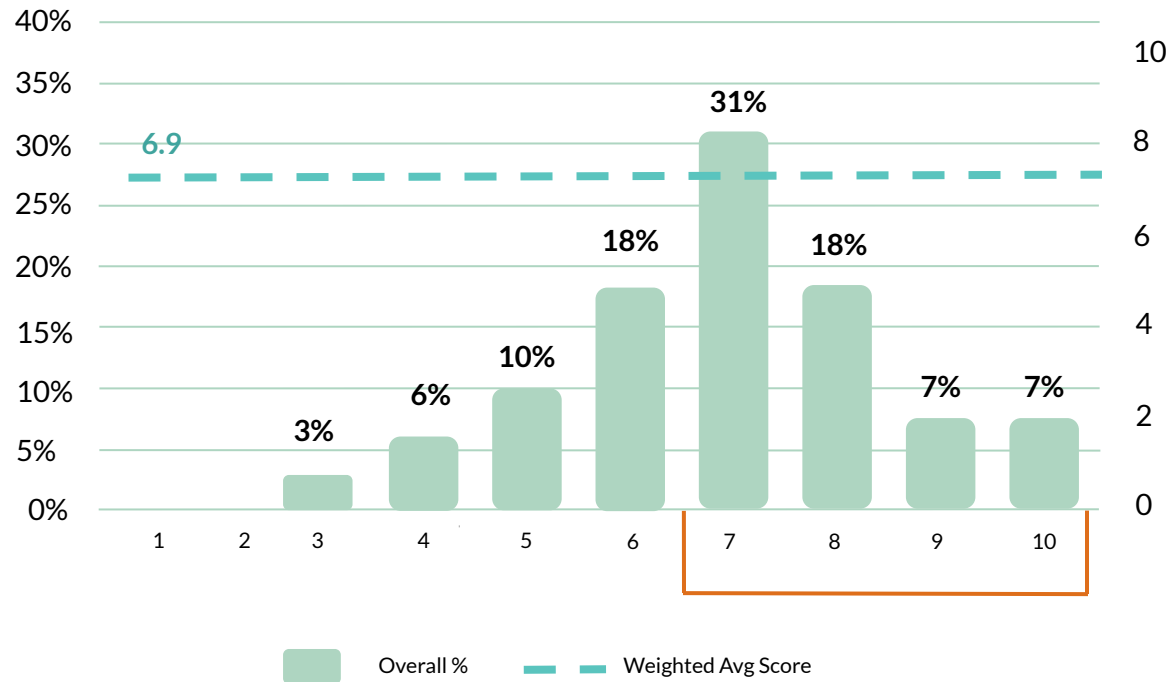
More than a quarter of lenders

use more than 100 title companies each month

Number of Title Companies Lenders Use in a Given Month



Efficiency Rating (1-10) - Frequently Worked with Title Companies



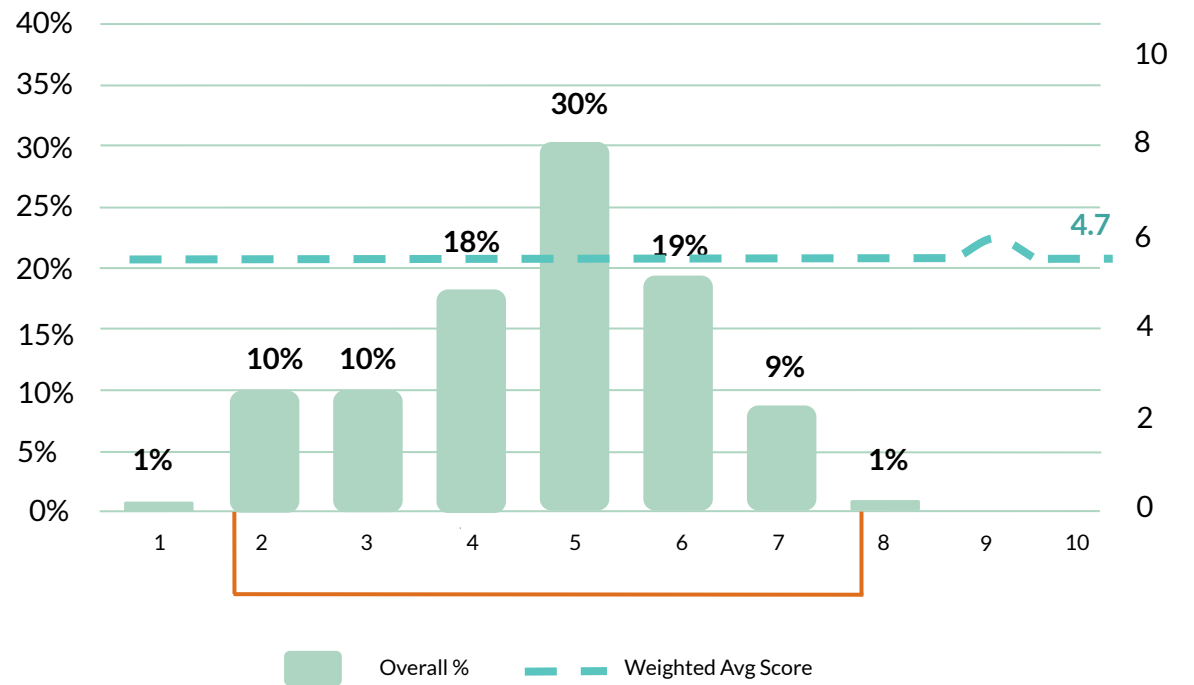
63% of lenders

rated their efficiency with title companies they work with frequently a 7 or higher on a scale of 10

89% of lenders

rated their efficiency with title companies they work with infrequently a 6 or lower on a scale of 10

Efficiency Rating (1-10) - Infrequently Worked with Title Companies



Impact of Contributors to Efficiency – Frequently Used Title Companies

Select all that apply

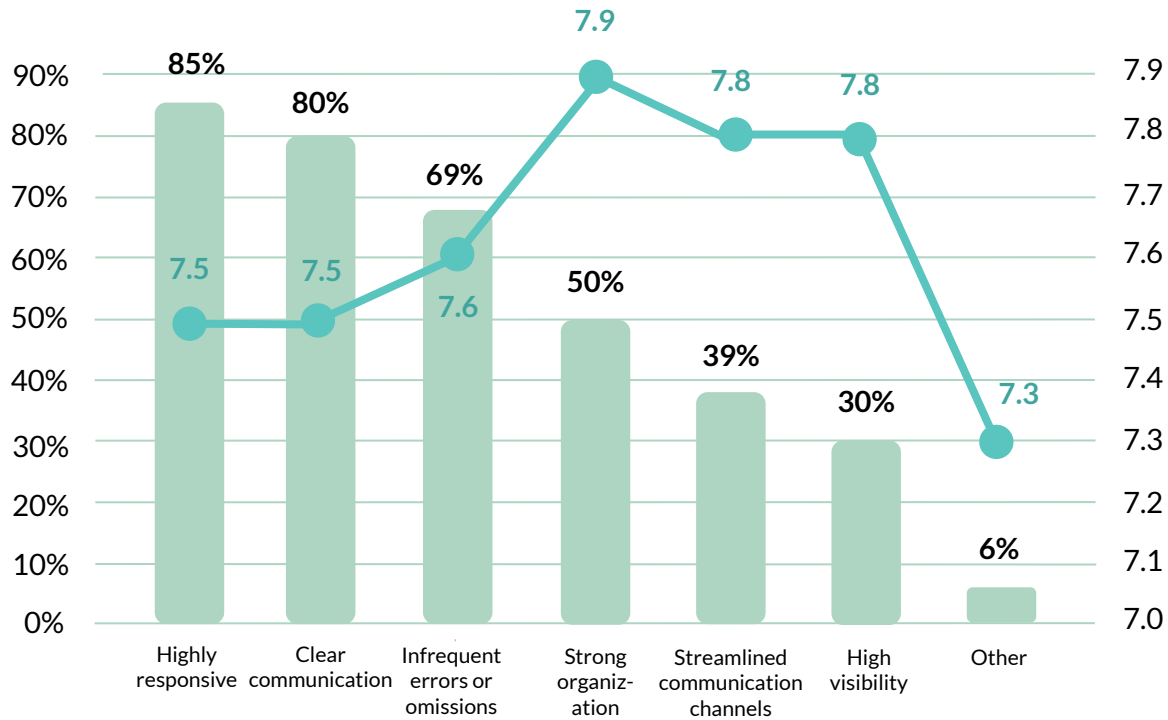


Figure A

Contributors to Inefficiencies – Infrequently Used Title Companies

Select all that apply

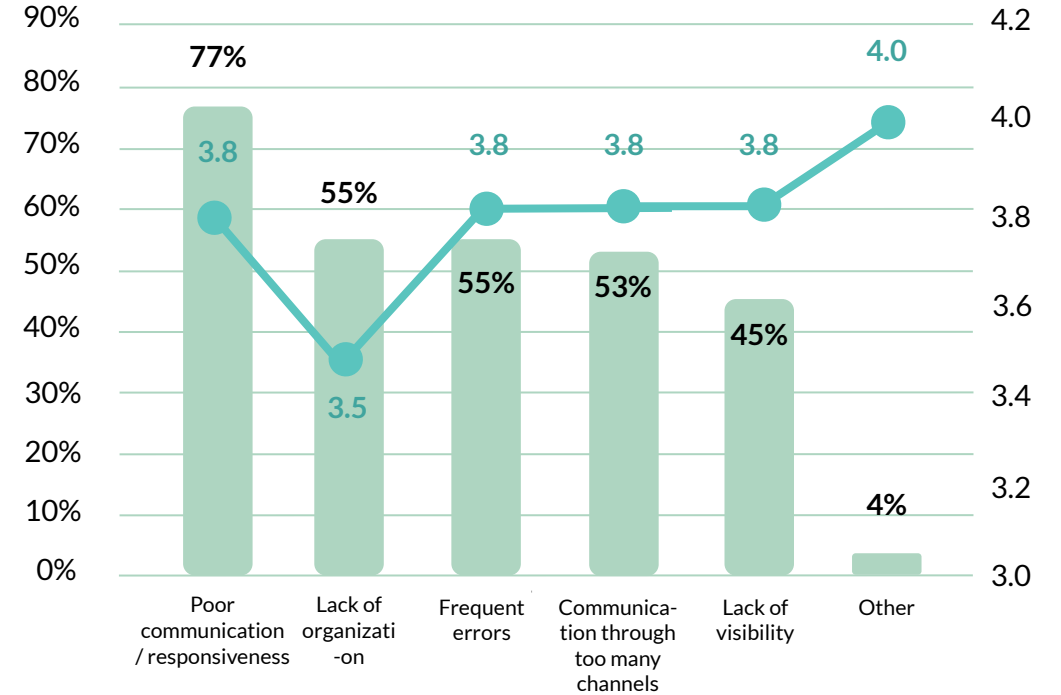


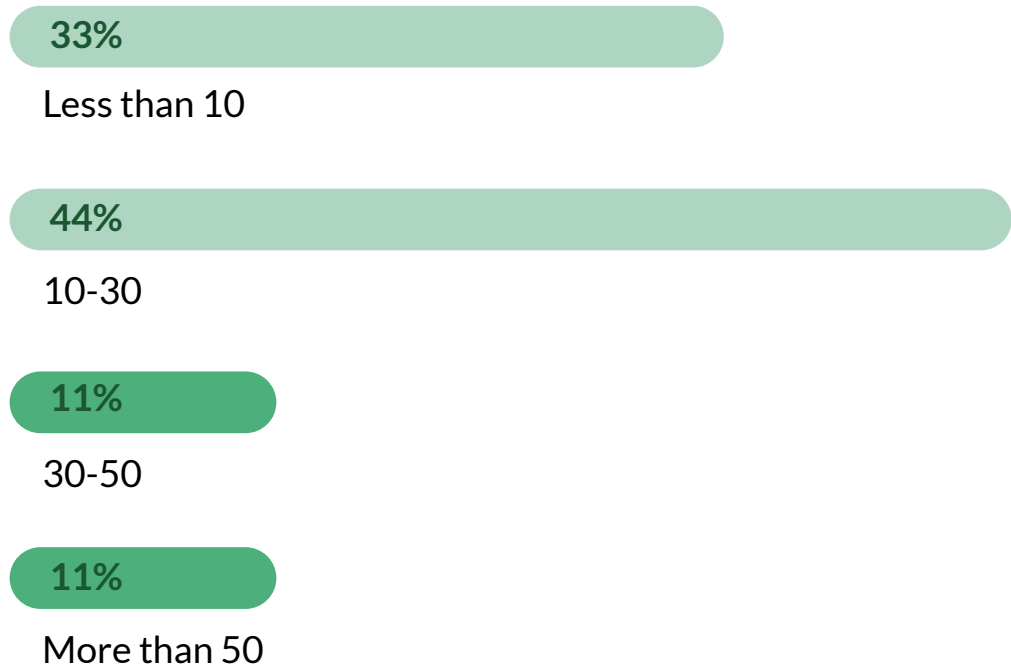
Figure B

Respondent %
 Avg. efficiency rating

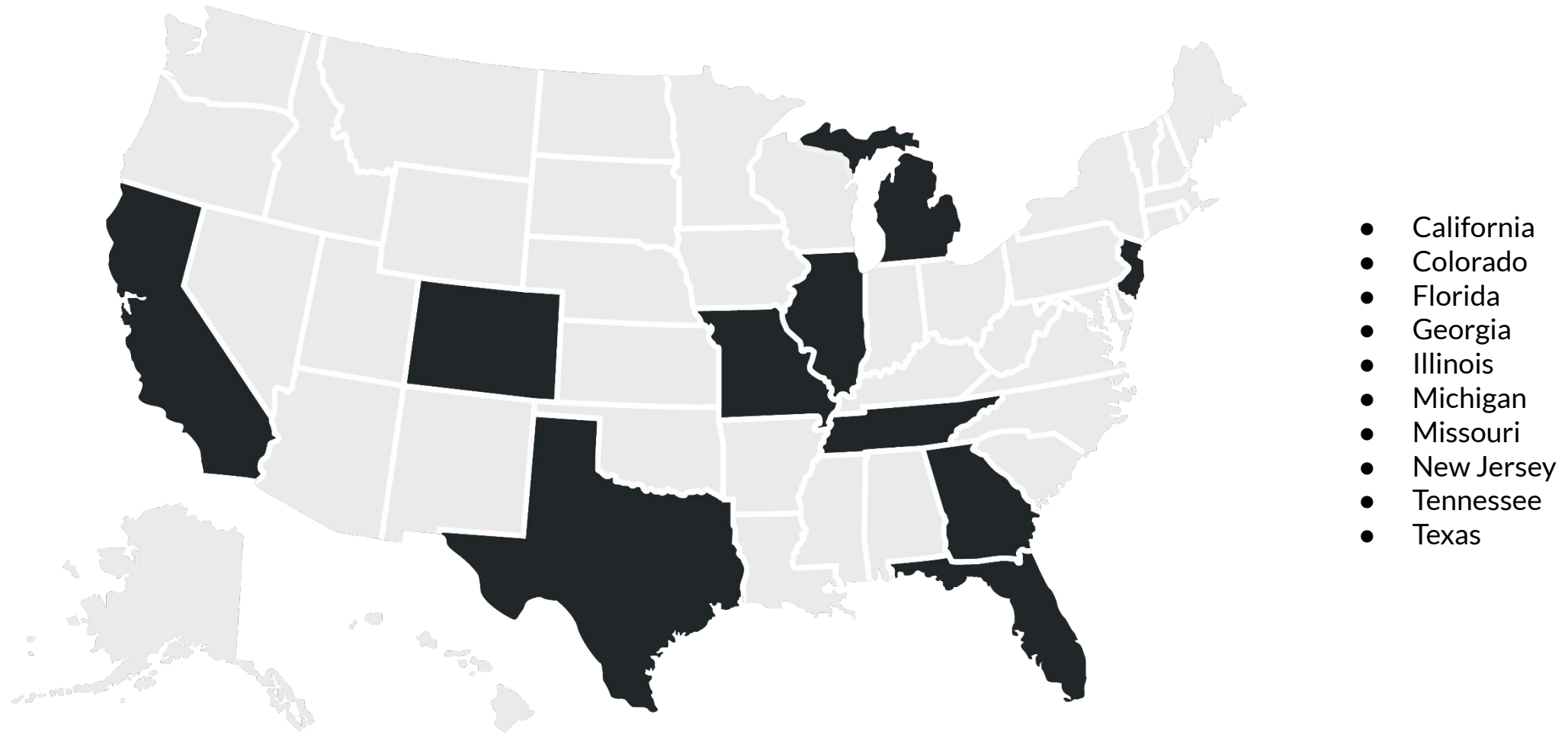
Nearly 1 in 4 lenders

makes more than 30 calls or
emails per loan with their title
companies

The Number of Combined Emails and Phone Calls Lenders Make to Title Companies Per Loan on Average



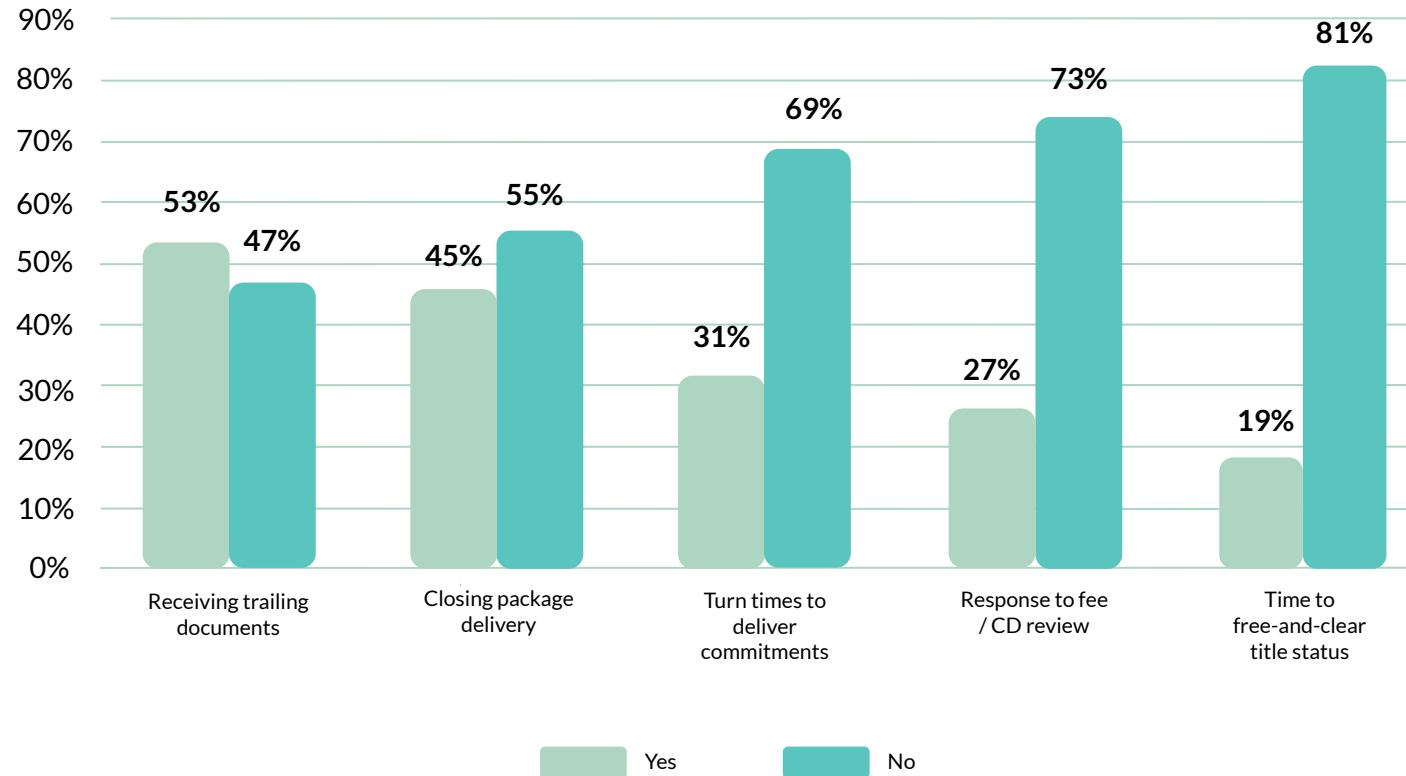
States with the greatest volume of wire fraud* in 2022



*From cases submitted to CertifID FRS

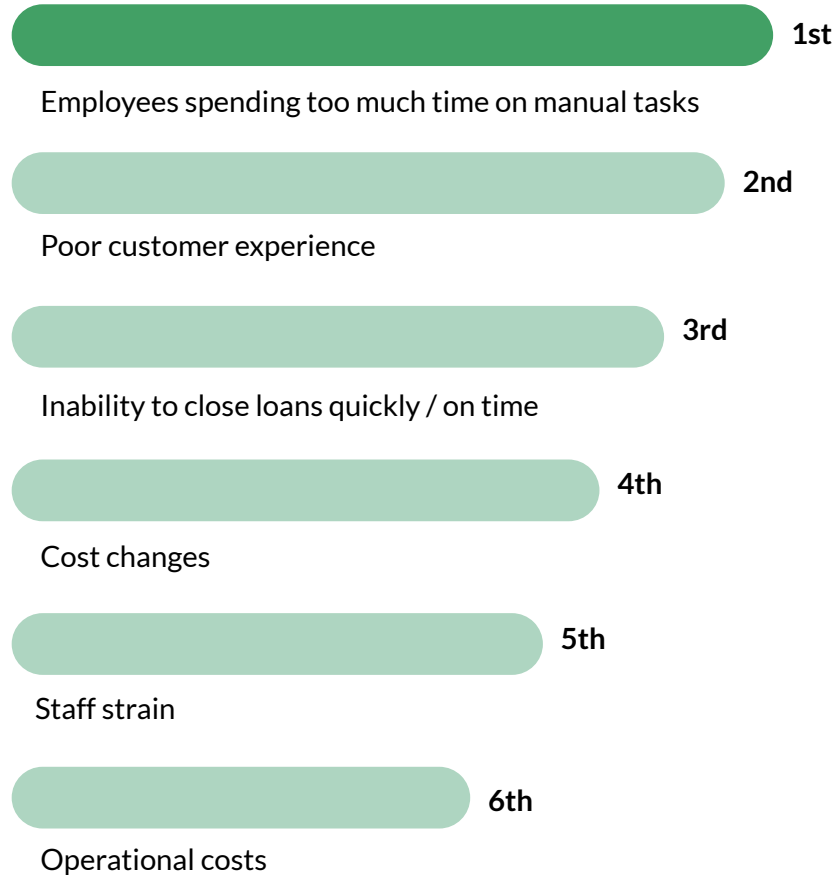
Lenders Lack Visibility and Control Over the Closing Process

Do You Have Any Reporting and Tracking Tools in Place to Monitor Title Vendor Performance in These Areas?



The impact of Not Having Visibility into Individual Orders

According to Lenders



Retention and capacity

is an urgent concern. Opportunities to reduce the burden of manual work should be seriously considered.

Challenges in Real Estate Transactions for Title & Escrow Companies



Workflow debt



Workflow downtime

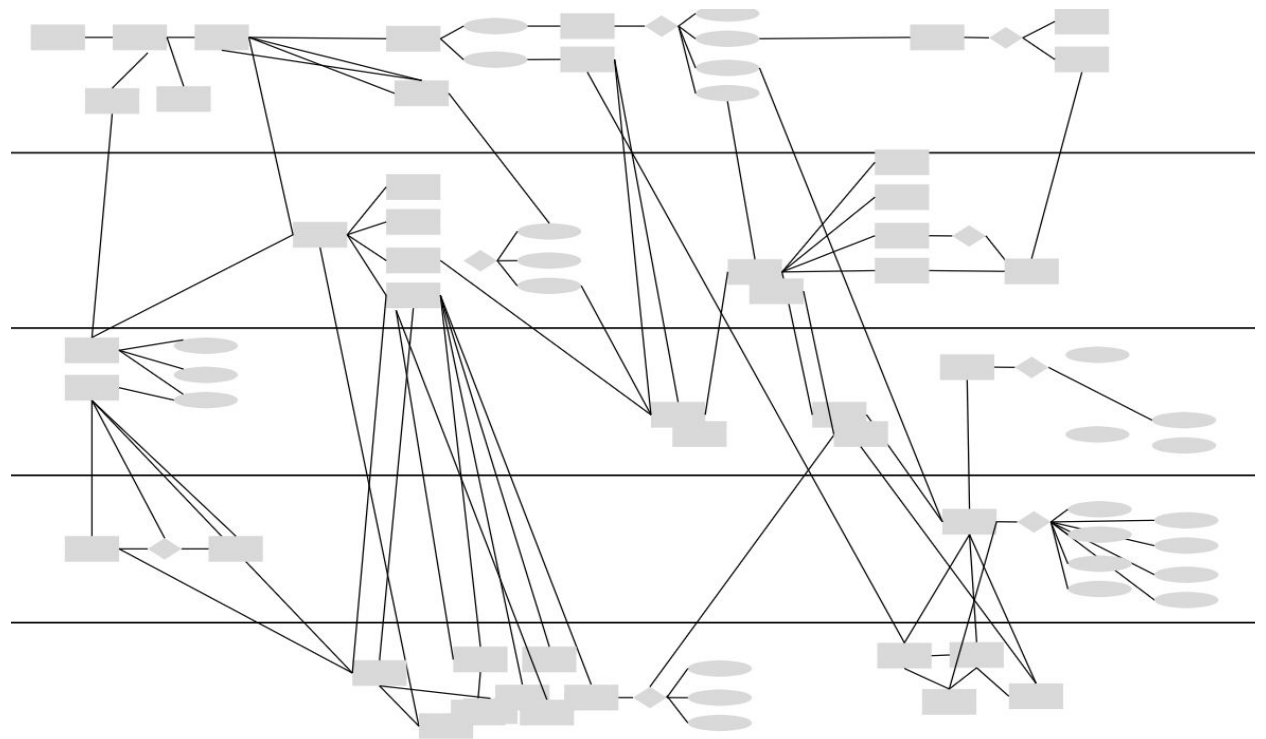


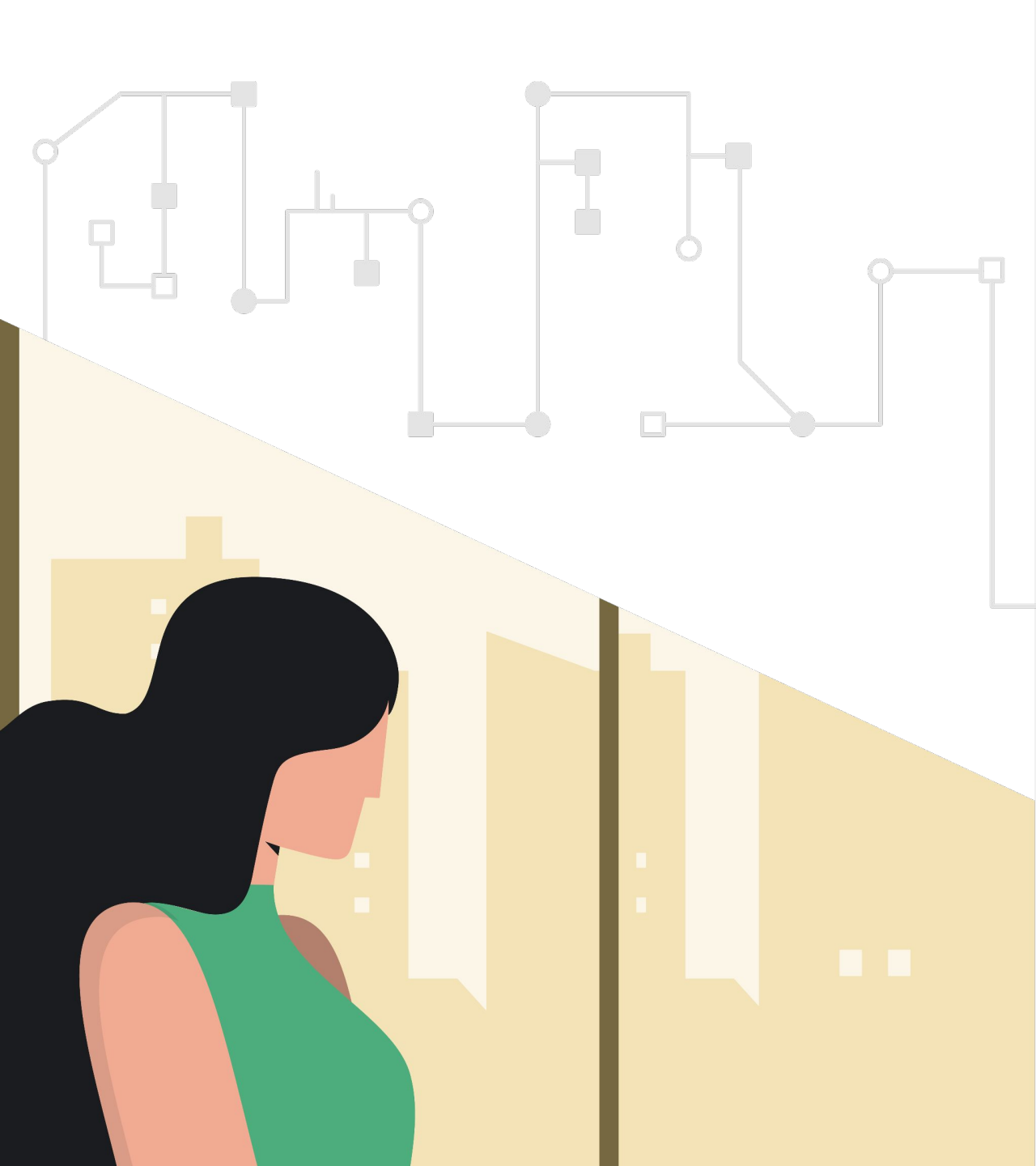
Information silos

Workflow

Debt:

the costs associated with a complex & unmanageable schema of tasks, workflows, and automations





Workflow Downtime:

the time spent by each party in a real estate transaction waiting for information from another party, then inputting it, parsing it, or validating it that ultimately slows down the entire closing


Information Silos:

systems that are unable to
freely communicate with
others



Technology Advancements Through Time

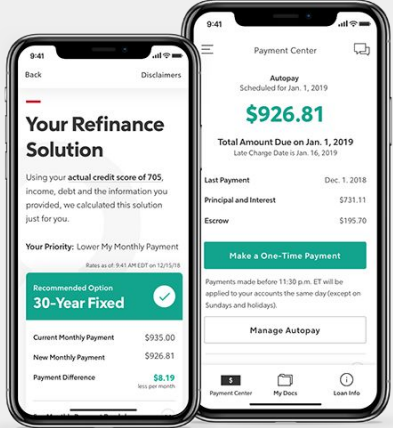
“Regulatory” phase



TRID
compliance
software



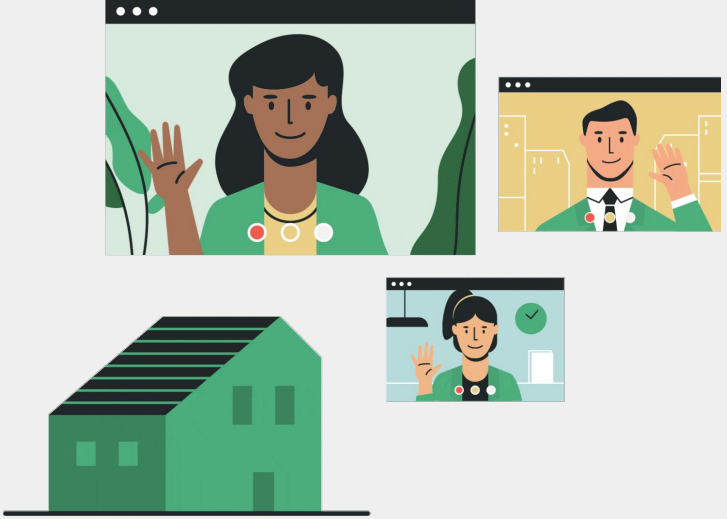
“Point of Sale” phase



First-ever fully digital
mortgage application
experience

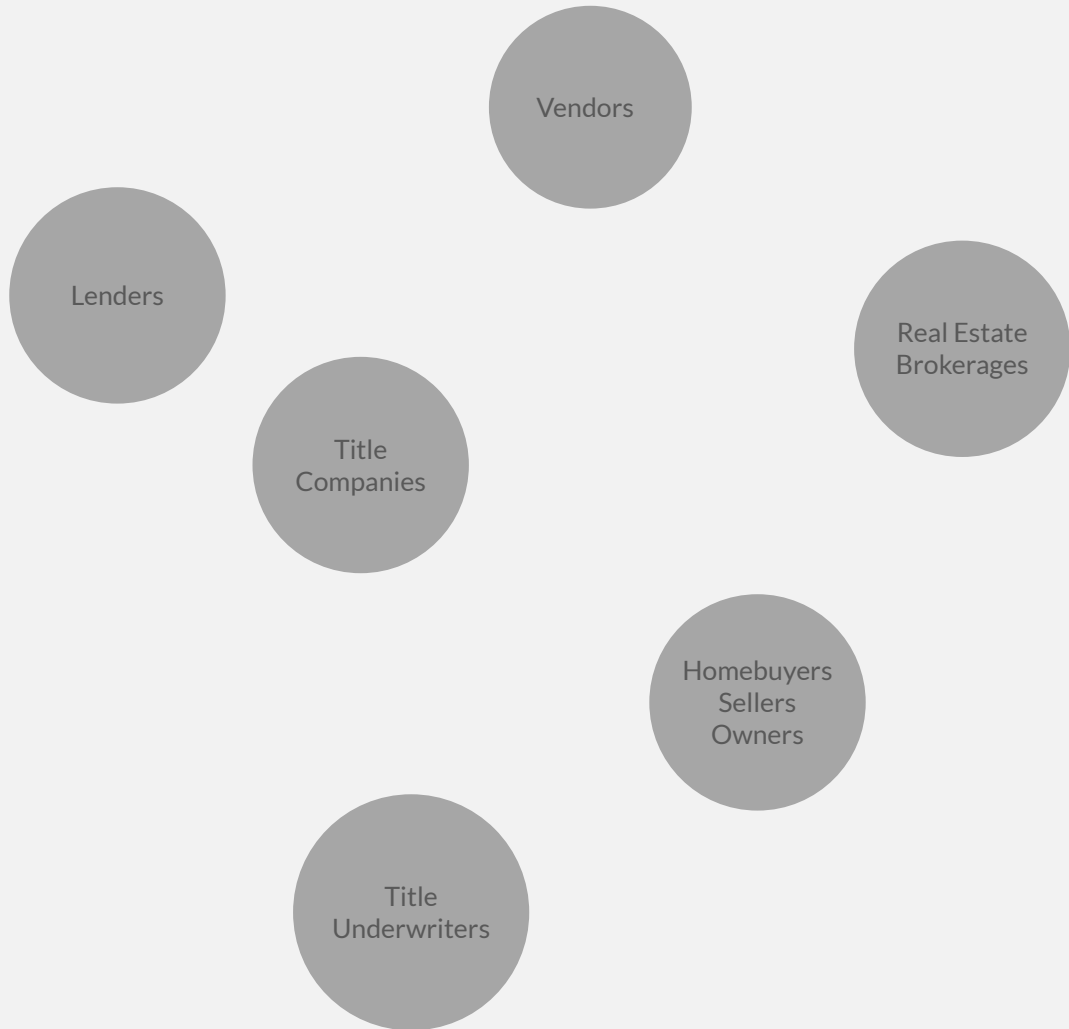


“eClosing” phase

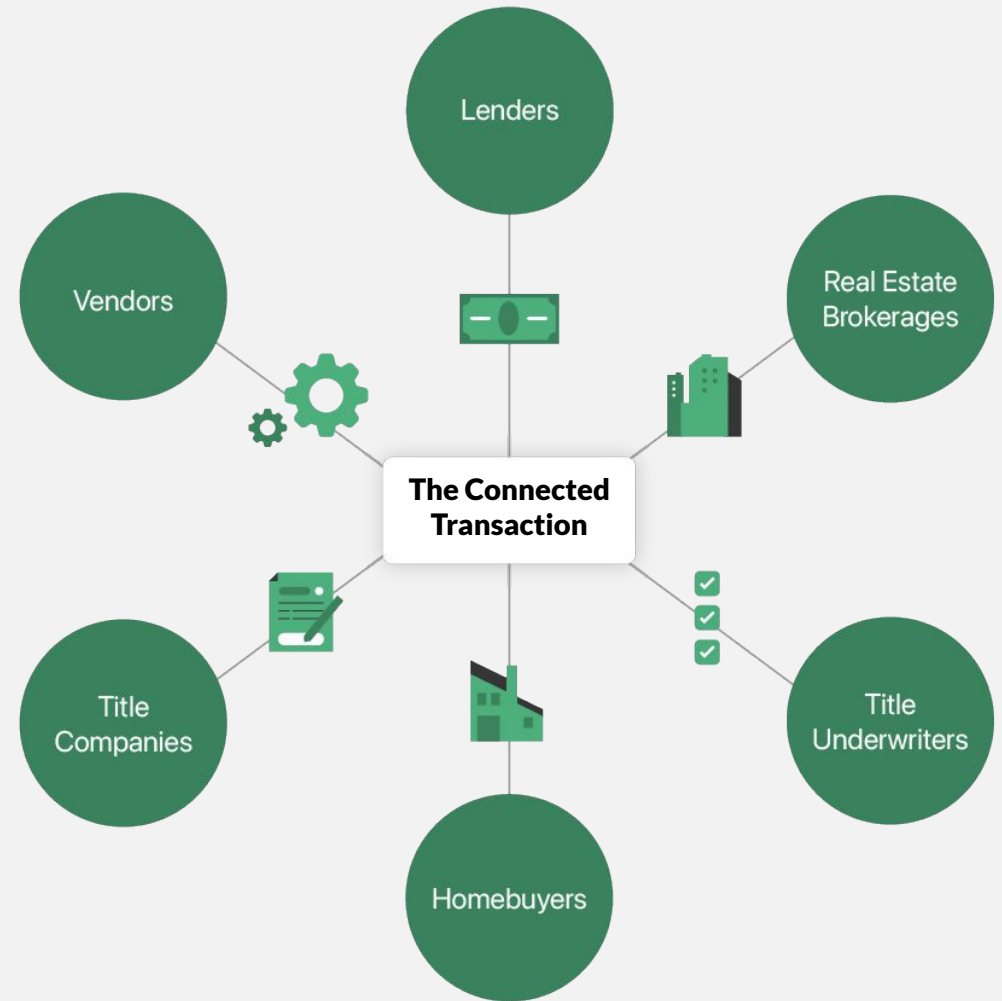


Remote online
notarization (RON)

Think Differently About Collaboration



VS.





The Connected Transaction:

A real estate closing that can be structured, automated, and delivered end-to-end, taking into account the work of all parties that orchestrate the closing for the consumer

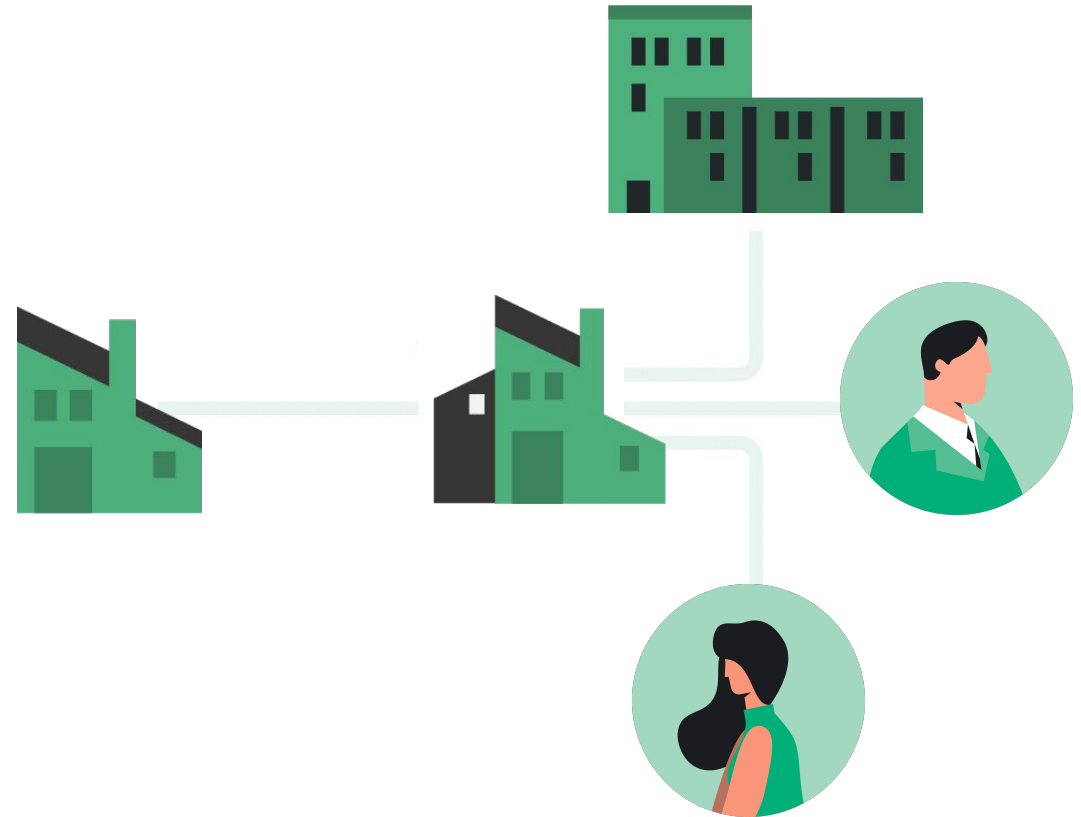
Benefits of the Connected Transaction

Strengthen partnerships with all parties in the real estate transaction with real-time visibility and speed. Leverage data to derive insights for expansion.

Attract new generations of buyers with a unified client experience.

De-risk operations with simplified workflow schema and reduced reliance on one-off integrations.

Improve operating margins with intelligent automation.

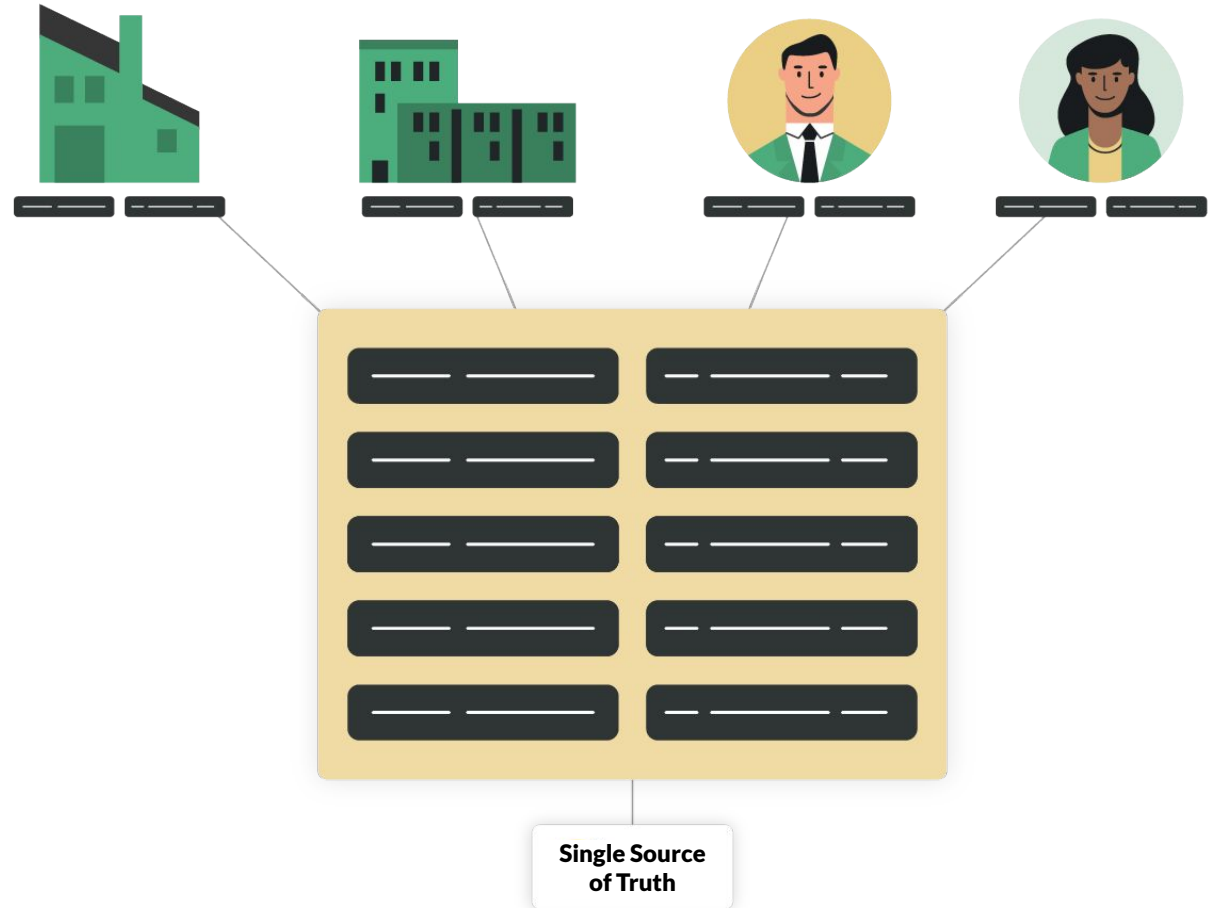


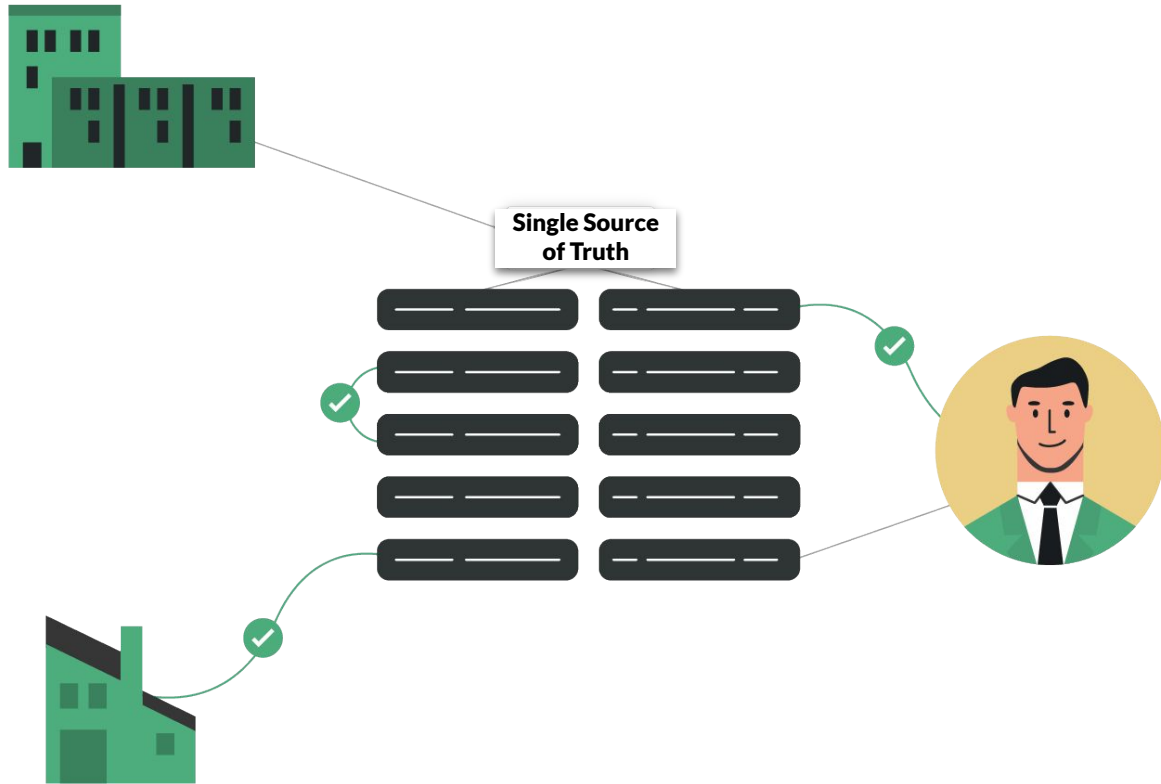
Structured Information Exchange

Common transaction information is held in a shared data object with structured fields.

Lenders and real estate brokerage systems are synced to this shared data object via integration and as information changes within systems, the object updates in real-time.

All parties have access to the latest data in a structured format allowing the transaction to advance faster with less effort.





Dynamic Workflows & Updates

New task groups can automatically be added in the moment as additional information is received from a transaction party or input by a processor.

This enables a **domino-like level of automation**, dynamically inserting tasks results in a simple schema, which reduces workflows from hundreds down to tens or less.

Allows for the reduction of workflow debt and workflow downtime.

What does a Connected Transaction look like?

