

WORKSHEET

# 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 for borrower experience (NPS)?
- What is the average error rate on closing packages? What percent reduction have they experienced since implementing your product?



## Technology Features

- Can 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 have you utilized AI to reduce errors and/or manual workflows?
- How is important information shared across lender, settlement, 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 are currently putting closings through your solution?
- 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 who are unfamiliar 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)?
- Do you have any current customers that I can talk to?

**Interested in learning about the Snapdocs  
approach to eClosing?**

Meet with a Snapdocs eClosing specialist today!

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