

Get started on your digital journey

Hybrid eClosings with an eNote, or electronic Note, are a common point of entry for eMortgage. This part-digital, part-traditional closing process makes the mortgage journey easier, faster, and more flexible for lenders, settlement agents, and borrowers alike.

As you review this document, we encourage you to explore the benefits of eClosings, lender and settlement agent best practices, and tips for smooth lender-agent collaboration. We have broken these steps down into time-tested, actionable steps to help you go digital and get it right the first time.

Four essential eClosing benefits



Convenience

Borrowers can receive and review their loan documents from anywhere in the world.



Efficiency

Fewer documents to sign at final closing means a faster, more streamlined closing.



Speed

Not only do eClosings save time, but with an eNote, they also save money, reducing Closing to Funding cycle times by up to 5 days, in comparison with paper Notes.¹



Precision

Eliminate manual handling and reduce human errors associated with generating, reviewing, and managing paper closing documents.

¹Based on Fannie Mae loan delivery data from January 1, 2024 – December 30, 2024, for sellers delivering more than 25% of loans as eNotes to Fannie Mae.

Best practices for lenders

How to streamline operations, improve collaboration, and deliver a seamless experience for all parties:

Make eNotes the default

Designate eClosings with an eNote as your go-to closing method. Appoint internal champions to address challenges, drive adoption, and keep everyone aligned.

Get borrowers ready

Set clear expectations for borrowers early and use automated reminders to ensure they complete pre-signing tasks before closing day.

Keep settlement agents in the loop

Share clear, actionable instructions with settlement agents about their role in hybrid eClosings, including access to status updates and platforms for seamless support.

Simplify the process for settlement partners

Integrate eClosing technologies into existing settlement platforms and provide review-only copies of eNotes when necessary.

Have a contingency plan

Maintain direct communication with settlement agents to resolve potential technical issues promptly and ensure documents are signed on time.

Track and analyze performance

Monitor key metrics such as borrower pre-sign completion rates, closing times, error rates, or more to identify bottlenecks and improve efficiency.

Best practices for settlement agents

How to adapt to new processes, collaborate effectively with lenders, and improve borrower experiences:

Learn the eNote basics

Get familiar with how eNotes differ from paper Notes, including correction processes and MERS® eRegistry functions.

Stay flexible

Be ready to adjust to different lender platforms and processes, which can vary depending on loan type and borrower needs.

Communicate with lenders

Share timely feedback with lenders on process bottlenecks or potential errors to improve workflows and keep closings on track.

Use digital notarization

Adopt tools like remote online notarization (RON) or in-person electronic notarization (IPEN) to streamline closings, minimize errors, and eliminate unnecessary paperwork.

Inform lenders of capabilities

Inform lenders of your eClosing capabilities, including RON and IPEN, and confirm their permissibility for each transaction.

Leverage training and support

Take advantage of any training resources from eClosing platform providers to unlock the full potential of your tools.

[Review the checklist >](#)