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# TITLE TECHNOLOGY

special report



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# EDITOR'S NOTE

## Pandemic-fueled digital tools here to stay

Dear Readers,

While the pandemic brought some businesses to a halt, the title space advanced and was forced to accelerate its adoption of digital tools and other technological innovations practically overnight to keep up with the housing market boom and conduct COVID-safe closings.

Although pandemic protocols are beginning to wane, it appears the new tools are not only here to stay, they are now expected. With commentary from several industry experts, this report examines the state of title technology.

Qualia CEO **Nate Baker** talks about the company's Homebuyer Sentiment Index survey that shows a sizable gap between homebuyers' expectations of digital closings and their actual experiences. Title companies that can keep up with that demand will have the edge.

Staying on top of the proliferation of platforms and portals that continue to hit the market can be daunting. Agents National Title Insurance President and CEO **David Townsend**, ICE Mortgage Technology Vice President of Business Development **Bob Hart**, and Stewart Vice President of Enterprise Solutions **Brian Woodbury** provide a roadmap to emerging title technology.

Blockchain and cryptocurrency are hot topics in the title tech universe as agencies explore how best to incorporate them. Millennial Title President **Chip Ridge** is ahead of the curve, as his company is a test agent for Ubitquity's blockchain-secured SmartEscrow.

Both tech companies and title companies are in high demand in the M&A market. Houlihan Lokey directors **Robert Losquadro** and **Juan Guzman** talk about the latest trends in title and technology M&A, saying such deals show no signs of slowing.

*The Title Report* will continue to report on the latest advancements and innovations to help you keep up with the ever-evolving technology in the title industry.

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## Title/tech M&A deals not slowing down

Technology companies have become consistent players in the title M&A market, whether they are being bought by underwriters and title companies — like Stewart’s acquisitions of fintech Cloudvirga, eClosing platform Signature Closers, and technology services provider Informative Research — or they are buying title companies, like digital lending software company Blend’s acquisition of Title365 from Mr. Cooper Group Inc.

“There’s been a ton of demand and growth from that side of the business over the last 12 to 24 months, especially post-COVID,” Houlihan Lokey director **Robert Losquadro** told *The Title Report*.

Houlihan Lokey is an investment bank specializing in mergers and acquisitions. Losquadro and director **Juan Guzman** are intimately familiar with the latest trends in title and technology M&A. Both were involved in Stewart’s acquisition of Cloudvirga and Blend’s acquisition of Title365.

Losquadro focuses on mortgage-related real estate and technology services. Guzman has been covering insurance companies for about 20 years, M&A for 13 years and title for the last seven.

Lately, the title M&A buyer demographic has changed, Guzman said.

“Traditionally, the big four underwriters would be the

big buyers, and they still are. But now you’re seeing a lot more private equity entering into the space,” he said. “The story really resonates with people that title is a product that is necessary in the real estate industry in the U.S. economy, but there’s probably ways to make it more efficient.”

That’s where technology companies come in.

“You see a lot more activity of new technology companies entering the title industry, or the other way, title underwriters acquiring technology companies to complement what they do,” Guzman said. “They’re looking to use technology to make the whole process more efficient.”

The shift started with title providers looking to add functionality from a technology standpoint to their business, Losquadro said. He pointed to First American acquiring Docutech and Stewart acquiring NotaryCam.

“Then these businesses realized, ‘I have a strong digital footprint. How do I make it stronger? How do I get access to the front end of the origination process and not only the back end?’ And that’s when we saw some of these front-end technology providers linking up with title providers, including Blend and Title365, and Stewart and Cloudvirga, where both of those companies now combine their back-end technology and title offering with a front-end offering, to just



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connect with that consumer at an even earlier stage of the process,” Losquadro said.

The changing M&A landscape reflects the technological shift in the entire title industry, Guzman said, one that has been accelerated by COVID-19. While many of today’s popular title tools, like remote online notarization and title decision engines, have been in use for years, the pandemic pushed more companies to use them to be able to continue conducting business during shutdowns. That will only continue, he said.

“And now that we’ve been forced to adopt more of it, you can see the efficiencies that come out of it, so I think going back to the way things used to be is not going to happen,” Guzman said. “These businesses are like any other industry out there. Companies are going to use technology to the best of their abilities to make sure that they automate the process, deliver the best-in-class service, improve or reduce the claims ratios and so on. So, I think technology is going to be an even bigger part of the story going forward.”

A lot of technology companies also want to own the real estate transaction experience, he said, and title is a big piece of that.

“They’re out there buying title companies,” he said, pointing to Compass’s acquisition of KVS Title in Washington earlier this year. “Owning that, they’re making sure that they can differentiate themselves, make it their own, be a leader in the space, whether it’s on the mortgage side or on the real estate transaction side. I think more technology companies are going to do that.”

Compass’ acquisition of LegacyTexas Title Co. is expected to close by the end of 2021.

Proptech companies and real estate “disruptors” are significant players in title M&A, Losquadro said.

“Opendoor, who was the first to announce their SPAC and had a successful debut, and Offerpad, which recently completed their SPAC, are two large proptech companies that have raised a lot of capital, first in the private markets and now in the public markets,” he said. “They want to own that consumer experience of buying and selling real estate. And as they analyze their unit economics and reaching profitability for their overall business, attaching adjacent services is critical to that equation. The No. 1 adjacent service that’s on their list is title, followed by No. 2, which is mortgage.”

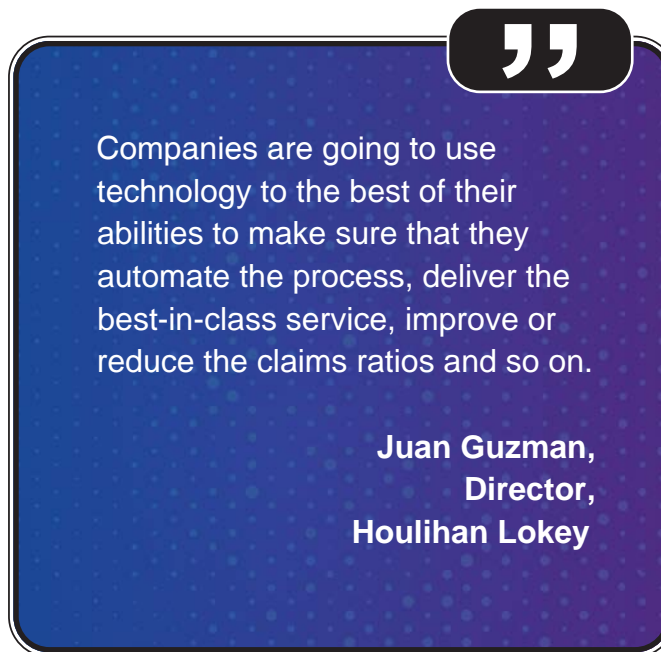
In 2019, Opendoor acquired OS National, a title and escrow company, which Losquadro called the first major move by a proptech company to acquire a title agency.

“They acquired OS National because they wanted to vertically integrate and attach title by offering it to their consumers,” he said. “I think it’s a trend that we will continue to see, whether it’s continued acquisitions by these proptech companies of other real estate services and title companies, or through partnerships and joint ventures.”

Tech companies, backed by investors, are infusing the title industry with capital as they look to consolidate, Guzman added.

“Word is getting out that title is the place to be,” he said. “So now you have a lot more private equity investors in this space, especially over the last few years. With a highly fragmented industry, the consolidation play has always been the playbook for private equity, so that’s nothing new, but I think some of these private equity firms are buying agents with the eye to back the management teams of these companies to create a larger regional company, with the ultimate plan to potentially exit to one of these technology companies or another large strategic buyer.”

The big four underwriters, flush with cash from recent strong years, will continue to be a factor in larger M&A



deals, Guzman said.

“I think the bigger deals from a dollar perspective will probably be some of their technology initiatives, whether Cloudvirga or Docutech, because this gives them technology that allows them to differentiate themselves in the space pretty quickly, whereas smaller title agency deals might just be more of a market share grab, to make sure that they’re strategically in the place where they want to be and maybe add a couple of products,” he said. “When we have technology acquisitions, you can apply those technologies to all of your market share, to all of your distribution points, so you can get a lot more leverage out of them, which is why those will be the bigger deals that you see published from a dollar perspective.”

Consolidation becomes more attractive to some smaller title agencies as they are saddled with increased technology and compliance costs, Guzman said.

“There will be pressures on them from a cost perspective as they start thinking about compliance down the line. There’s been changes on the regulatory front of what they need to do from a technology perspective, and that’s always kind of pushed people to do more consolidation, but I think especially now,” he said. “The combination of some softness in the

market and increased compliance costs are going to force companies to think through whether it makes sense to be a standalone and bear the softness and the additional costs, or if it makes more sense to team up with another company.”

Losquadro agreed.

“The trend of technology companies and title providers coming together is not going away, especially as we continue to innovate these companies that at one point were a lot smaller from a technology standpoint, but through the last 18 to 24 months have grown substantially, along with the title providers,” he said. “Whether it’s a partnership or it’s an acquisition or a merger, all of those are on the table and all of those are being evaluated as they should. The ultimate decision in terms of which way to go depends on the company, and it’s very situational, but I think we’ll continue to see partnerships more broadly.

“We don’t see any of that slowing down, not in the near term anyway, especially since many of these mergers and acquisitions have been quite successful and have caught the attention of others. We’re seeing the trends continue to play out the rest of the year and likely into the next few years.”

## Industry innovations focus on data, efficiency and consumers

As the technological landscape continues transforming, it can be challenging for the title industry to keep up. Agents National Title Insurance President and CEO **David Townsend**, ICE Mortgage Technology Vice President of Business Development **Bob Hart**, and Stewart Vice President of Enterprise Solutions **Brian Woodbury** discussed at this year’s NS3 what areas the title industry is experiencing the most technology innovations.

The pandemic pushed the title industry to embrace technology to make the consumer experience a more seamless one, as much of the process was forced to go digital, Hart said. But, under those circumstances, it was difficult for the industry to focus on things like consistency and cohesion.

“We haven’t seen necessarily the level of integration,

consistency and automation in the title space that’s in some of the other industries,” he said. “I think those other industries probably had started that process before COVID, and COVID kind of gaslit it.”

For example, ICE Mortgage Technology has combined the native automation of Encompass with the e-collaboration and e-recording capabilities of Simplifile, along with the national electronic registry for nearly 90 percent of the U.S. mortgage market in the Mortgage Electronic Registration System, Inc. (MERS) database.

Another area that has seen innovations is in verifications, he said.

“Traditionally, you take pictures and send in PDFs and it’s really obnoxious to log into all these different places to send things to the lender,” Hart said. “Now there

are companies out there where you log in with your credentials, they get into your bank account, and from there, they're able to pull your income, your assets, see the frequency of deposit and determine your employment in a matter of minutes."

Another area of innovation is in appraisal.

"It's been fascinating to watch them [appraisers] disrupt themselves, and to really watch them really embrace technology and find ways to be creative, to still be able to appraise the value of the home, but leverage technology," Hart said.

## Data and title decision engines

In title, Townsend said the biggest leaps forward during the pandemic were in accessing data.

"Data is the key to everything going forward," he said, both gathering it and sharing it.

Title can't afford to be an insular product anymore, he said.

"We have to be a part of the wider ecosystem," Townsend said. "You have the lender that has certain needs, but then you've got the purchase market. And there's a lot of different skill sets that come into both of those."

Title needs to be able to offer data products and services that can be used through the entire process, not just the closing, Woodbury said.

"Title is a significant component of that, but we also have to provide data products and informational products to allow people to leverage their skill sets and what they do well in their markets," he said.

Stewart is focusing on adding data assets that can be used not just for data, but to build information that can be leveraged throughout the process, Woodbury said.

Regardless of the technology, title is still a people-oriented industry, Townsend said, and addressing the needs of everyone in the process is critical.

"How can we do a better job interacting with lenders to fulfill what they need?" he asked Hart.

One way is through title decision engines, he answered.

"Title decision engines are an area we're looking at from

a partnership perspective, because we see the value that it provides the end borrower," Hart said.

Townsend explained that a title decision engine pairs whatever datasets a title agent has access to with a rule set, matches up the consumer with the property, and then produces a report that lays out any curative work that needs to be done.

"The clean refis go right on through, and it allows the examiner to work on the exceptions," he said. "The examiners can be quality control. It allows them to act more efficiently."

The value of the data from such a report goes beyond a single transaction, Woodbury said.

"On the title automation side, it's important not just to find that unicorn, which is, 'Where can I get that property that actually gives me a fully automated title?'" Woodbury said. "We also have to make sure that you don't lose the journey along the way. It's important to see that automated title is more than that one property that you can get completely automated. It's what else can you do with the decisions that come out of that?"

Townsend said the data can be used in several ways beyond the title decision, including prospecting and getting more information to Realtors about the property.

"And don't forget about the curative component of that down the road," Woodbury added. "How can that information in that report help you with processing a faster clear-to-close for our mortgage partners?"

## Streamlining workload

Another technology being embraced by title is AI and chatbots, which can be a big help in reducing workloads, Townsend said.

"If you're using chatbots and AI to reduce your phone volume, so that a processor is not picking up the phone as much, they're going to be able to spend more time on that file and be able to work the exceptions more," he said. "If you can automate the easy stuff, get rid of 80 percent of the problems, all of a sudden you're much more efficient on the other 20 percent of the sticky files."

Woodbury agreed AI can assist with some aspects of the transaction, but he stressed preserving the human element is important.



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“Chatbots are great when you interact with them if they’re intuitive and informative,” he said. “I think that’s going to be our challenge moving forward. How do you make them feel a little bit more personal?”

Robotic process automation (RPA) is another technology that offers opportunities to the title industry. Woodbury said he thinks a business rules engine, an application that manages decision processes using pre-defined logic, offers more benefits than machine learning.

“To be able to optimize a business rules engine in my mind is even more effective than having a computer learn some things. Yeah, you can have them learn some things, but being able to maximize business rules around the data that you provided at the right time is where I think we have a lot of opportunity,” he said.

## Consumer expectations

Sometimes talk about technology advances and integrations forgets an important aspect, Hart said: the consumer experience. That’s why ICE Mortgage launched Encompass eClose, a platform that provides one consistent and seamless end-to-end borrower experience, saving time and money. Those factors became even more vital during the pandemic.

“What is unique about the last 18 months is that time stood still, so when people refied, that was the first time probably many people actually looked at their closing disclosure and tried to understand who’s responsible for what and what’s taking so much time,” Hart said. “It’s the first time I’ve ever been called by any of my family or friends to understand what title insurance is and can I shop for it. So, I think these types of things like title decision engines and speeding up the process are important, but ultimately making the consumer aware of what’s going on so that you can get that transaction accomplished is really important.”

Townsend agreed, saying as a whole, the title industry

does a poor job of selling itself.

“We need to really help the consumer understand what’s on that piece of paper, what are those fees for, what goes into that. It’s critical. And tech can help that on the delivery side up front, getting the documents to them faster and in a more digestible format,” he said.

Automated platforms also can quickly update consumers of any hiccups, which is crucial to keep communication flowing, Townsend added.

“If there’s an exception that pops up on a policy, you can use systems that will send an update to the consumer immediately,” he said. “If you’re not utilizing them, why? Is it the fear of getting that information out there? We can’t keep holding on to it. We have to get that out to consumers earlier to avoid surprises.”

Woodbury said along with an increase in automated and hybrid closings, there’s also a fairly significant influx of a point-of-sale processing, which is going to create an interesting dynamic.

“Point-of-sale is really pushing a lot of that communication upfront to the borrower. How much information can that property owner handle? How quickly? And how much can they actually consume at that point? It’s going to be an interesting process over the next couple of years,” he said.

Hart said the proliferation of point of sales platforms and integrations can drown borrowers in information.

“I think we have like 12 integrations to 12 different points of sales, and the borrower journey on each one of them is different,” Hart said. “What ended up happening was you saw people that really wanted access to more data, so they just started integrating everything. But as a borrower, especially one that’s not necessarily well educated on the whole process, you’re going to start to choke on information. Understanding the right place for all of those particular

“

We need to really help the consumer understand what’s on that piece of paper, what are those fees for, what goes into that. It’s critical. And tech can help that on the delivery side up front.

**David Townsend,**  
**President and CEO,**  
**Agents National Title Insurance**

microtransactions within the mortgage is really important to make sure you don't scare the borrower and that you're really keeping them informed about how you're speeding up the process."

Working through secure portals with Realtors and others in the process is also critical, to keep consumers' data safe, Townsend said.

"Wire fraud is a problem," he said. "We need to make sure that we're protecting the data of the consumer and working with the Realtor because data privacy is

so critical."

Title agents need to prepare for more and more of their processes to go all digital, Townsend said, while keeping in mind their goals.

"How are we being more efficient is the key for all of this, and getting the data from one place to another securely," he said.

"And make the consumer experience better," Woodbury added. "That's our focus."

## Title company to test blockchain-backed cryptocurrency portal

Florida-based Millennial Title will be a test agent for Ubitquity's SmartEscrow.us website, which launched for U.S markets earlier this year.

"SmartEscrow is a game-changer for buyers who want to purchase real estate with their cryptocurrency," Ubitquity founder and CEO **Nathan Wosnack** said at the time. "The launch of SmartEscrow.us will act as an initial online portal for those buyers, title companies, underwriters, and banks."

Millennial Title founder and President **Chip Ridge** said the company is looking forward to piloting SmartEscrow.

"It is essentially an escrow tool to onboard people who potentially want to use cryptocurrency as a means of exchange for investing or purchasing real estate," Ridge told *The Title Report*. "We're going to be part of the pilot program, and we will essentially be the escrow agent on these transactions."

Millennial Title plans to put SmartEscrow into operation by the first quarter of 2022, pending regulatory issues. Features of the portal include real-time settlements, stablecoin support, and custodial wallets.

Stablecoins are essentially digital dollars, Ridge said.

"Instead of having a traditional dollar at the bank that you would wire to an ACH (automated clearing house), you will actually have a digital dollar, and you can use those digital dollars to work within the blockchain ecosystem," he explained. "We expect people will

start to transact with digital dollars in this platform. SmartEscrow will essentially be the plumbing system for the connectivity."

SmartEscrow is also secured by blockchain, which was a big selling point for Ridge.

"There are people that have created wealth through these cryptocurrencies and they're looking to potentially divest or reinvest some of that cryptocurrency into real estate, and that's definitely a use case opportunity that we're exploring, but our focus is more on the utility of using the blockchain technology," he said. "We're probably a little less focused on trying to pull people who have cryptocurrency and more focused on how we leverage a new payment rail system which will enable us to transact more efficiently with our clients."

Blockchain technology creates secure transactions for the SmartEscrow platform through multiple verification points. It also makes for faster and more efficient transactions that can happen basically in real time, Ridge said.

"On the more traditional path, which is what we do use currently, you're going to the bank, and you're requesting a wire, and there's a lag time for the wire to go out, and the wire has to get verified, and then the wire hits the account. There's layers of things that have to occur," he said.

That layered process increases the risk of wire fraud, Ridge added, due to the open network the transaction occurs in, the time it takes to complete, and how the

money is transmitted.

“Within the blockchain, you can have multisig, so the sender has to verify exactly who they’re sending it to, the receiver has to verify that that they acknowledge it, and you could have a third party involved to say, ‘OK, we’ve reviewed this and it’s OK to release it,’” he explained. “There’s a layer of security that the blockchain technology gives us, and speed as well.”

Blockchain also has redundancies in place that can mitigate some of the fraud that goes on currently, Ridge said.

“Before funds are transmitted within the blockchain ecosystem, there’s a verification between the receiver account and the initiator account,” he said. “The fraudster tries to steer you into a third-party account. Through blockchain, you would know exactly who the holder of the account is, and it would be verified prior to initiation. If I tried to give you a digital wallet that was not attached to Millennial Title, the initiator would recognize that because the blockchain verifies who the holder of that wallet is.”

Through Ubitquity’s SmartEscrow, Millennial

Title hopes to build a payment platform that will provide the most efficient, secure way to transact in real estate, Ridge said.

“Today, if you were to call me and say, ‘I’ve got cryptocurrency and I want to use it to buy this property,’ I would tell you that we could work with you. We have a relationship with two different providers, and you would send them your Bitcoin or Ethereum or whatever cryptocurrency you have, and they will convert it into a fiat dollar, and then they will transfer those fiat dollars into our escrow accounts. It’s not the most efficient process,” he said.

“What we see happening is that once SmartEscrow is available and we’re working with a partner bank that has built a digital treasury management service, you can set up a digital escrow wallet that is able to receive digital currency. You as the purchaser will convert your cryptocurrency into a stablecoin and you will fund our

digital escrow account.”

The seller could choose to either receive digital dollars or have Millennial Title disperse the funds in traditional currency.

“Using this system will create a more efficient, fast payment system, a more secure payment system, and ultimately down the road, once we can work through some of these workflows and really be able to leverage some of the additional capabilities of the blockchain technology, we see an opportunity to create some pricing components to make it a more cost-effective way to do transactions in escrow,” Ridge said.

There are several other opportunities that blockchain can provide Millennial Title. One of those is securing deeds of record.

I would strongly suggest that blockchain is really just an enhancement tool for what we do. There still has to be knowledgeable industry expertise.

**Chip Ridge,  
Founder and President,  
Millennial Title**

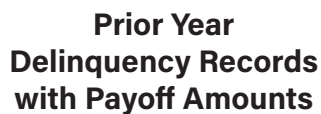
“People are going into clerk’s offices and deeding properties out of other people’s names into their names, and they can do that really, really easily,” Ridge said. “It just takes somebody who researches and creates a fraudulent deed and records it. We’ve actually run into it at our title company. The blockchain would





create a security element which would eliminate that capability because you would have to get a verification or an authorization from the current deed holder on the blockchain.”

Ridge said he’s heard from some in the industry who fear the changes that blockchain technology may represent, namely that it may eventually make title insurance obsolete. He thinks that fear is unfounded.

“I would strongly suggest that blockchain is really just an enhancement tool for what we do,” he said. “There still has to be knowledgeable industry expertise. For people to worry that this somehow will be a substitute for what we do is a wrong way to look at it. I think we need to look at embracing these types of technology opportunities and see how they can enhance the client experience. The younger generation is very comfortable with these types of technologies, so we have to lean into that and not push away from it.”

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# Digital tool implementation trails homebuyer expectations

Although title companies and lenders are investing more money into eClosing technology, there is a noticeable gap between implementation of such digital tools and homebuyers' expectations, according to Qualia's recent Homebuyer Sentiment Index.

Qualia's survey found that only 13 percent of homebuyers polled experienced a fully digital closing. Just over half of the future homeowners surveyed (51 percent) said they expect to use a digital signing platform to close, but only 40 percent of recent homebuyers reported using one.

The gap is wider when it comes to use of a secure mobile app or web-based portal. Just under half of future homebuyers (45 percent) said they expect to use such a platform to send information and get updates about the purchase, but only 27 percent of new homebuyers said they used one.

The closing experience doesn't match the rest of homebuying experience, and consumers are noticing, Qualia CEO **Nate Baker** told *The Title Report*. For example, 92 percent of buyers who financed their home used online tools to get a mortgage.

"It's unsurprising, then, that homebuyers expect digital touchpoints further down the line at closing," he said.

Other players in the space also have come to expect digital closings.

"The closing is the final frontier of the digital homebuying journey, and we're seeing greater demand among consumers, lenders, and real estate agents for title and escrow companies to deliver closing experiences that are consistent with the front half of the homebuying journey," Baker said.

The problem is not everyone is on board. One of the things slowing implementation of digital tools in the title space is hesitancy among secondary market players, Baker said.

"The secondary mortgage market, which is highly regulated, has been slow to adopt many of the new technological advancements of the past decade," he said. "A lack of universal eNote acceptance among

secondary players leads many lenders to focus on paper notes to avoid limiting their resale options."

State legislatures allowing remote online notarization (RON) through the pandemic helped lessen some of the hesitancy, Baker said. "Many GSEs, aggregators, warehouse lenders, and custodians have adjusted their protocols for eNote acceptance," he said.

Title companies and land title associations advocating for RON legislation also were instrumental in widening eNote acceptance. But they can do more than just advocate and educate, Baker said.

"Title agencies already each work incredibly hard for their clients, including lenders. That said, there's still a wide disparity in each of their processes from the lender's point of view. That can make it challenging for lenders to adopt new, sweeping changes, given that they are often working with dozens of different title companies every month," he explained. "Lenders are looking for consistency and reliability in their processes before they can make broader changes. The most impactful thing the title industry can do to help lenders adopt new standards is to have agents deliver information and documentation back to their lenders in a consistent way."

Right now, most technologies on the market for the title, escrow, and mortgage industries are designed specifically for the lender or the title company, not both, Baker said.

"Most software is developed for just one party's workflow and as a result, these systems don't address how parties need to work together. It's no wonder, then, that there's been a lag in RON adoption. To move forward, title and escrow companies and mortgage lenders should be evaluating their closing technology for its ability to integrate with their outside partners," he said.

"Without interoperable systems, workflows will predictably remain complex. Processors on both sides will need to login to many different portals for each transaction and undergo training for multiple technologies. As a result, fragmentation will persist and the closing process will remain inefficient," Baker said. "Professionals will likely feel frustrated and may struggle to provide the consumer experience they're trying to

deliver. A single system that's layered into the core workflow software of both lenders and title companies will simplify adoption. It will also create more consistent operations regardless of which lender a title company is working with to complete a closing."

Qualia's survey indicated homebuyers also expect title companies and Realtors to have compatible technology.

"Our survey found that most homebuyers rely on their first point of contact (typically a real estate agent) to guide them through the entire homebuying journey," Baker said. "Consumers expect a unified homebuying experience and a single point of contact from home search to closing. Communication portals consolidate

sensitive information from all transaction parties into one secure space to make information more readily accessible to the homebuyer. Instead of fragmented email communication from various parties, homebuyers experience a simple and transparent closing process."

Using a secure portal, rather than email, to exchange sensitive information also is necessary to keep confidential data safe.

"As instances of wire fraud, business email compromise, and other cybersecurity threats increase, we expect consumers will increasingly demand secure communication portals to safeguard their personal information," Baker said.

## Several digital tools introduced to title industry

New digital platforms and tools are constantly being introduced to the industry, designed to make workflows faster, more efficient, and more secure. Here's a look at some of the products that have been rolled out so far this year.

Fidelity National Financial (FNF) launched Close inHere, a user-friendly, guided digital-closing solution that presents componentized and interactive closing information with on-demand explanations, tips, and definitions. FNF also rolled Notarize inHere, which allows consumers to have their documents notarized via a remote online notary video session in all 30 online notarization-approved states.

First American's Data and Analytics division launched AppIntelligence Score (AI Score), a fraud solution aimed at high-volume lenders and investors to help more precisely identify the risk of fraud and early payment default on new mortgage applications and portfolios.

First American Title Insurance Co. introduced FirstAm IgniteRE, a mobile-friendly technology platform. Users can access property data, create marketing materials, and access educational opportunities. First American Title also rolled out Clear2Go, an automated title decision engine, to title agents that underwrite with First American. Clear2Go automates the title search, document collection and title examination.

Radian Group launched titlegenius, its blockchain-enabled online portal for ordering title insurance and

closing services digitally. It is part of the Radian family of companies' title and digital real estate businesses known as homegenius.

National Integrity Title Agency introduced Robin, a fully integrated virtual assistant who tracks the title insurance process, provides real-time notices and access to customer-specific, file-based details at any time.

Lone Wolf Technologies launched Digital Title Orders, a service that allows real estate agents to select their preferred title provider and submit orders directly within a transaction. Real estate and title agents communicate directly within the transaction. The platform came together through a collaborative effort between Lone Wolf, First American Title Co., WFG National Title, SoftPro, and RamQuest.

Spruce introduced SprucePowered, a title and closing services solution enabling proptech companies to form their own title agencies and control the transaction experience end-to-end. Spruce also launched an automated underwriting model in partnership with American Digital Title Insurance Co.

Qualia released Qualia Scale, which allows proptech businesses to attach title and escrow services to their core offerings, delivering an end-to-end homebuying experience. Core Logic introduced a digital title-and-closing solution aimed at lenders to accelerate their title processes by automating dozens of manual steps.



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