FIRSTTITLE

Obtain Closing Cost Quote

Access FT site or LOS system to calculate EXACT closing costs

LOS

- In LOS, access FT interface and Request Fee Inquiry
- LOS instantly populates GFE for Delivery

Site

- Access Closing Calculator Tool
- Enter Transaction Details
- System instantly calculates Exact Fees to calculate GFE
- Option to Email Calculation to Processing Team or other third parties

Order is Placed

Via the Website, Email, Fax, or LOS Interface

- Enter Transaction Details (Loan/Purch. Amt, Zip Code, Trans. Type)
- Customer receives order confirmation received along w/ Instant Pre HUD-1 and/or Invoice
- Order Abstract Including Taxes/ any other bills on property
- Receive Abstract and QC for completeness
- Title Examination and Binder preparation
- Review/QC Completed Title Commitment
- Deliver completed title package to client with wire inst., CPL and tax cert.
- Title Exception Review
- Is file CTC?
  - NO → Curative Clearance
  - YES → Clear to Close

Curative Clearance

- Assign curative tasks
- Curative Team 5 day Curative Process begins
- Automatic email advising of the Curative Issue(s)
- Resolution → Clear to Close

Scheduling/Closings

- Client Receives request to schedule loan (via web system, email, phone or fax)
- Assign closing agent to Title Agent, Attorney, or Notary, based juris. rqmt.
- Loan Closing assignment acceptance confirmation received
- Is file CTC?
  - NO → Escalate for Resolution → Resolved
    - YES → Schedule Confirmation delivered to client
    - NO → Escalated to upper Management → If Not - Loan is rescheduled with lender and borrower as per Lender Request
  - YES → Schedule Confirmation delivered to client
- Loan Documents via Website or E-Mail
- Automatic email sent to client with HUD turn time
- Is file CTC?
  - NO → Escalate to client
  - YES → Prepare HUD → QC HUD → HUD delivered to all Parties
- Changes?
  - → HUD Approved
- HUD and Package Delivered to Closer/Signing Agent
- Signing occurs and closing confirmation sent to client VIA automatic email

Post - Closing (Funding and Recording)

- Soft copy of closing package uploaded → QC closing package
- Issue(s)?
  - YES → Escalate for Resolution → Resolved
    - YES → E-Mail all parties that the Final Package is posted to the Website
    - NO → Escalated to upper Management → Escalate → Resolved → Escalated to upper Management
  - NO → E-Mail all parties that the Final Package is posted to the Website
- Receive Funds and Approval?
  - NO → Escalate
  - → Fund File - Wire Sent/ Checks Cut and Delivered
- E-Mail is sent to all parties to verify the file funded

RECORDING/POLICY

- Closing completed received original Mortgage
- QC Actual Documents
- Prepare county Jurisdictional documents for recording → Send recording package to County Jurisdictional → Wait for county/Jurisdiction response
- Was Mortgage accepted?
  - YES → Escalate for Document Review → Make Corrections and resend package back to County Recorder
  - NO → Upload recorded Documents to Website → Send recorded Mortgage to Client along with Executed Policy