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DIGITAL VS TRADITIONAL













**TECHNOLOGY** 













COMMUNICATION













TAXES, INSURANCE, AND DISBURSING FUNDS













# **POST-CLOSING**













# CONSUMER EXPECTATIONS













Robert Hil

Landy Liu

**Key Takeaways** 

- Read and understand your closing instructions thoroughly, and resolve any questions early in the process
- Identify all points of contact for each phase of the loan closing process, and close any gaps before the last minute
- Lenders risk management processes create suspicion of emergency,
   last minute changes, due to the increased risk of fraud







# **QUESTIONS**

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#### **Thank You**

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