



**Closing Insight™**  
Powered by RealEC®



## Settlement Agent Registration: Frequently Asked Questions

Below are frequently asked questions RealEC® Technologies (RealEC) has received from agency companies regarding registration and use of Closing Insight™.

### Registration Basics

#### 1. What software providers are integrated with Closing Insight?

In partnering with the leading software providers, RealEC has developed the Closing Insight Software Partner Network (CISPN). Participants in the CISPN have developed integrated solutions, allowing their users to stay within their software application while providing real-time workflow status and Closing Disclosure information to the lenders. Software providers integrated with Closing Insight include:

- SoftPro Standard, SoftPro Enterprise, SoftPro Select and IMPACT (SoftPro Corp.)
- FAST, StreamLine and TitleExpress (First American and SMS)
- RamQuest
- AIM+ (Stewart)
- ResWare (Adeptive)
- SnapClose (Cornerstone Management Solutions)
- RBJ-Edge (RBJ Software, Inc.)

#### 2. If my software provider is not integrated with Closing Insight, how can I get orders from lenders that are using Closing Insight?

Registration is open to everyone, so agency companies who are not using an integrated software provider can visit our website at [www.ClosingInsight.com](http://www.ClosingInsight.com) to register. During the registration process, registrants will be asked to indicate their software application. If you do not use one of our integrated providers, you will be able to type in the name of the software application you use and we will inform you when an integration becomes available. Until then, you will be registered to use our Closing Insight Service Provider Web Portal.

#### 3. Are there other providers that will be integrated by the end of 2015 and beyond?

RealEC will continue to grow its Closing Insight Software Partner Network. We will be announcing new partners and timelines as more details become available.

#### 4. How soon can I register for Closing Insight?

Registration opened April 15, 2015.

#### 5. What are the benefits of registering for Closing Insight?

All lender clients of Closing Insight have agreed to common process, technology and data requirements. While each participating lender will have its own closing instructions, documents and other requirements, your interaction with them in Closing Insight will be consistent.

#### 6. What information do I need to register for Closing Insight?

You will need to provide basic user and company information including company name and primary address, software application utilized and any applicable software user IDs. Please contact your software provider for additional information about your software user ID.



## Settlement Agent Registration: Frequently Asked Questions (cont'd)

### Registration Basics (cont'd)

**7. How much time will it take me to register for Closing Insight?**

The registration process can be completed in as little as 15 minutes.

**8. Does my invitation to register expire after a certain period of time?**

Registration can be initiated at any time by going to [www.ClosingInsight.com](http://www.ClosingInsight.com). Your registration must be complete within 30 days of receipt of the invitation.

**9. Once I have completed the registration process, how long is my account valid?**

Accounts in good standing will remain active.

**10. What if I do not complete registration or training?**

You will not be eligible to use Closing Insight if you have not registered or have not acknowledged completion of training.

**11. How will I know that my registration was successful?**

RealEC will notify you once registration is complete. Your software provider may inform you of additional information required to complete the registration.

**12. Is there anything else I need to do after completing my registration to ensure I am active and ready to receive orders on August 1?**

Agency companies will be asked to provide additional information between completing initial registration and August 1. This information will include: credit card information for transactional billing, validation of registered users and training tracking.

**13. If I am registered with Closing Insight, does that mean I am approved with all of the lenders who use Closing Insight?**

Registering with Closing Insight means an agency company has the technical capability to transact with the lenders, adding you to a network that is available for selection by the lenders. Lenders may have additional requirements of their service providers. Please look for guidance from your lender partner for specific expectations.

**14. What is the deadline for registration?**

The initial registration deadline date is June 30 to ensure training and configuration is complete to go live, but registration will be a perennial process that can be done at any time.

### Agency Company and User Access

**15. What is the difference between agency company registration and individual user account setup?**

Each agency company location will need to establish a unique RealEC account to allow a lender user to search and direct orders to the specific office of an agency company. Later this year, the agency company will need to create all of the users (escrow officers and other employees) that need to access Closing Insight. Once identified, users will need to complete their individual user account setup to enable their access to Closing Insight.

**16. Do I need to register for Closing Insight if I am already a RealEC provider?**

No.

**17. Do I still have to register if I use one of the software providers that have integrated with Closing Insight?**

Yes.



## Settlement Agent Registration: Frequently Asked Questions (cont'd)

### Agency Company and User Access (cont'd)

**18. If I am an agency company that works with several title underwriters will I have to register more than once for Closing Insight?**

No. Agency companies only need to register once, regardless of the number of underwriters they work with.

**19. If I have users working at different agency company locations, will they have to register at each location?**

No. Individual users can be associated to multiple agency company locations by contacting RealEC customer support.

**20. Why do I need to add users, who are they and what role will they fill?**

These are any users that will be using the RealEC system.

### Usage, Training and Support

**21. How can I access Closing Insight?**

If you use software from our Closing Insight Software Partner Network, please look to your software provider to give you details on how its tools leverage our platform. For users accessing Closing Insight via RealEC's Service Provider Web Portal, additional training will be available to you, including the URL for transacting business on Closing Insight.

**22. Will Closing Insight retain all versions of the Closing Disclosure?**

Closing Insight stores information exchanged between the lender and the service provider. Our data retention is specific to each lender requirement and is for the lender's benefit.

**23. If I am not accessing Closing Insight using an integrated software application, will I have to manually enter all of the fee information in the Closing Insight Web interface?**

RealEC offers various options for users to transact with lenders to provide information during the collaboration process. Additional details on this process will be shared with you during your training. If you would like to discuss opportunities for integration, please contact us at [ProviderRegistration@RealEC.com](mailto:ProviderRegistration@RealEC.com).

**24. Does Closing Insight allow users to enter comments when there are fee discrepancies between the lender and agency company fees? If so, are those comments captured as part of the audit trail?**

Yes. Closing Insight provides a method to capture comments regarding fees and will retain that information in the audit trail.

**25. How can I pick multiple business types (i.e. REO vs. Title Only vs. Escrow Only)?**

There is an enhancement to be delivered in August to allow for choosing multiple types. This is optional and can be completed in the Administration page once available.

**26. How will I be trained to use Closing Insight?**

Agency companies using software from one of RealEC's integration partners will receive training and support directly from their software provider. Agency companies using proprietary software or commercial software outside of our Closing Insight Software Partner Network will be given access to RealEC's Service Provider Web Portal and training materials for use of the portal.

**27. Who should I contact with questions about how to use Closing Insight?**

If you are accessing Closing Insight through our Service Provider Web Portal and not through your software application, and you have questions about how to use Closing Insight, please contact RealEC at **800.893.3241**. If you are using a solution from one of our Closing Insight Software Provider Network partners, please contact them for assistance.

## Settlement Agent Registration: Frequently Asked Questions (cont'd)

### Usage, Training and Support (cont'd)

#### 28. Who should I contact with questions about my role in ensuring lender compliance with the TILA-RESPA implementation?

Please contact your lender partner for questions about TILA-RESPA implementation.

### Pricing

#### 29. What is the cost of registration on Closing Insight?

There is no fee to register with Closing Insight.

#### 30. What are the costs/fees incurred for use of the RealEC Exchange™ and Closing Insight?

There are no fees for the agency company unless the order is referred directly to them by a lender. Lender-directed orders include those where the borrower selects the agency company from the lender's written list of providers. Please refer to our pricing publication for additional details.

#### 31. Will I still be charged a fee if an order is canceled?

Yes, you will still incur fees for cancellations for orders where a fee is assessed. Orders canceled within 24 hours of order placement will not be charged.

If you have a question that is not covered in this communication, please email us at [ProviderRegistration@RealEC.com](mailto:ProviderRegistration@RealEC.com). For additional information on Closing Insight, including transactional pricing and other important resources, please visit [www.ClosingInsight.com](http://www.ClosingInsight.com).

### Closing Insight

Closing Insight is designed to streamline the closing process and support the TILA-RESPA Integrated Mortgage Disclosure rule. Closing Insight was built in conjunction with RealEC's Exchange platform, a Web-based technology that delivers the largest, fully interconnected network of lenders and service providers in the U.S.

### About RealEC Technologies

RealEC Technologies, a division of Black Knight Financial Services, offers a suite of advanced, Web-based technology solutions designed to enable lenders to effectively manage the loan origination process and help them meet investor salability requirements.

Founded in 1998, RealEC delivers technology that connects lenders and mortgage service providers, helping to manage the electronic exchange of data between multiple parties. RealEC also offers a suite of analytic solutions that evaluate and assess loan data to proactively identify data quality issues that affect loan salability. The company supports the top 100 mortgage originators and their business partner networks, offering solutions in a hosted environment to deliver maximum operating leverage.

