

Quicken Loans®

Engineered to Amaze™

June 8th, 2016

National Association of Secretaries of State (NASS)
444 N. Capitol Street, NW Suite 401
Washington, DC 20001

Re: Remote Notarizations

Dear Remote Notarization Task Force:

Quicken Loans Inc. (“Quicken Loans”) thanks the National Association of Secretaries of State (“NASS”) Remote Notarization Task Force for the opportunity to comment on the topic of Remote Notarization and its impact on the consumer, notaries and the mortgage industry.

Introduction

As background, Detroit-based Quicken Loans Inc. is the nation’s second largest retail home mortgage lender and the largest and consistently highest-quality FHA mortgage lender. The company closed more than \$220 billion of mortgage volume across all 50 states since 2013. Quicken Loans generates loan production from web centers located in Detroit, Cleveland and Scottsdale, Arizona. The company also operates a centralized loan processing facility in Detroit, as well as its San Diego-based One Reverse Mortgage unit. Quicken Loans ranked “Highest in Customer Satisfaction for Primary Mortgage Origination” in the United States by J.D. Power for the past six consecutive years, 2010 – 2015, and highest in customer satisfaction among all mortgage servicers in 2014 and 2015.

Quicken Loans was ranked No. 5 on FORTUNE magazine’s annual “100 Best Companies to Work For” list in 2016, and has been among the top-30 companies for the last 13 years. It has been recognized as one of Computerworld magazine’s ‘100 Best Places to Work in IT’ the past 11 years, ranking No. 1 in 2015, 2014, 2013, 2007, 2006 and 2005. The company moved its headquarters to downtown Detroit in 2010, and now more than 10,000 of its 15,000 team members work in the city’s urban core.

As an internet-based company, Quicken Loans does not follow the traditional “brick and mortar” model. We’ve proudly built a centralized, internet-based mortgage lending process that is dedicated to the best client experience possible. Our clients’ happiness is our #1 priority. We rely on technology to interact with our clients and our clients expect that from us. Today during the closing process we leverage the use of a notary to authenticate clients, notarize key documents, witness signatures and return the executed closing documentation back to us. This process has proven benefits in that we can meet the client in the location of their choosing instead of making them travel to a branch office or closing room. A centralized process also allows us to maintain consistency in managing all rules and regulations of a 50 state mortgage lender.

We have been closely monitoring the progress of Remote Notarization over the past few years and believe the current climate provides the best opportunity to move the mortgage industry forward by allowing for consumers to close their loan electronically, at least in those states that do not require an attorney to conduct the closing.

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Below we have outlined the benefits for consumers, notary partners and the mortgage industry as a whole.

Every Client. Every Time.

We are sympathetic to the vast amounts of documents a consumer must sign to close their loan. We envision that technology can empower the consumer with greater education and clarity around the mortgage closing process. As the lender we are able to provide informational boxes that clearly explain the intent of the document providing consistency and clarity to our clients. Should the client have additional questions we envision a live chat or direct phone line to our mortgage experts to answer any questions the client may have. The Remote Notarization process would bring together the client and the lender in an easy to understand and familiar process that most consumers are comfortable with today in other online transactions. Also, remote notarization capabilities enable consumers to virtually meet their notary online for the closing when and where it is convenient for them. This is especially helpful for consumers that are elderly or unable to travel.

A process focused on safety and security.

Quicken Loans takes protecting a client's sensitive information very seriously and strive to reduce the risk of fraud. The process for authentication of the client will leverage a technology that utilizes "out of wallet" questions, forensic analysis on ID and a visual confirmation over video. With these techniques in place the fraud risk is significantly diminished. While fraudulent activity is impossible to completely avoid, the recorded video session associated with the signing of the documents provides critical evidence if fraud should occur. The recording of the entire session we believe is a significant step forward to protect the notaries from any litigation. As the process stands today if the closing were to be called into question in the courts it is the notary's word against the consumer's. The process would also secure the documents and data using technology to prevent tampering while maintaining an electronic record of the process. With all these pieces in place we believe that the electronic closing process coupled with remote notarization will reduce fraud and increase the clients' trust in the mortgage process. Another benefit of a remote notarization closing is that it provides a virtual safe meeting place for notaries and consumers.

Obsessed with finding a better way.

We are obsessed with finding a better way! An electronic closing utilizing the remote notarization technology and process will add to the efficiencies for consumers, notaries, lenders and partners. Using this technology will allow for a paperless transaction to occur in a paper dominant world. There will be less "lost documents", signatures or missing initials going forward. At the end of the process, automation can verify documents and data to allow for post-closing audits that can immediately show problems. Currently, if documents, signatures or initials are missed, we are forced to reschedule another time to have documents re-signed. By embracing technology, we get the benefits of monitoring and capturing metrics. With this information we will be able to streamline and enhance the mortgage closing process.

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You'll see it when you believe it.

Imagine a mortgage closing where a consumer sits with their tablet or in front of their computer and are presented with their closing documents in a clear, secure and easy manner. They are greeted by a notary on their screen that starts walking them through each step. The notary authenticates both clients and begins to explain the process. During each step, document explanations "pop-up" allowing the consumer to understand each document they are signing. If the consumer has questions or concerns the notary can immediately conference in the lender. The process ends with all documents signed by the consumer and, witnessed and notarized by the notary. The consumer can then download and keep forever their signed and notarized documents. All the data, documents and video are securely transferred back to Quicken Loans. We believe this process could revolutionize the mortgage industry while providing a great experience for the consumer.

We thank NASS for the opportunity to comment on Remote Notarizations. Should you have any further questions or comments please contact Patrick Hartford at 313-373-4125 or patrickhartford@quickenloans.com.

A handwritten signature in black ink, appearing to read 'G. Weingarden', with a long horizontal flourish extending to the right.

Gary Weingarden
Senior Counsel
Quicken Loans Inc.