

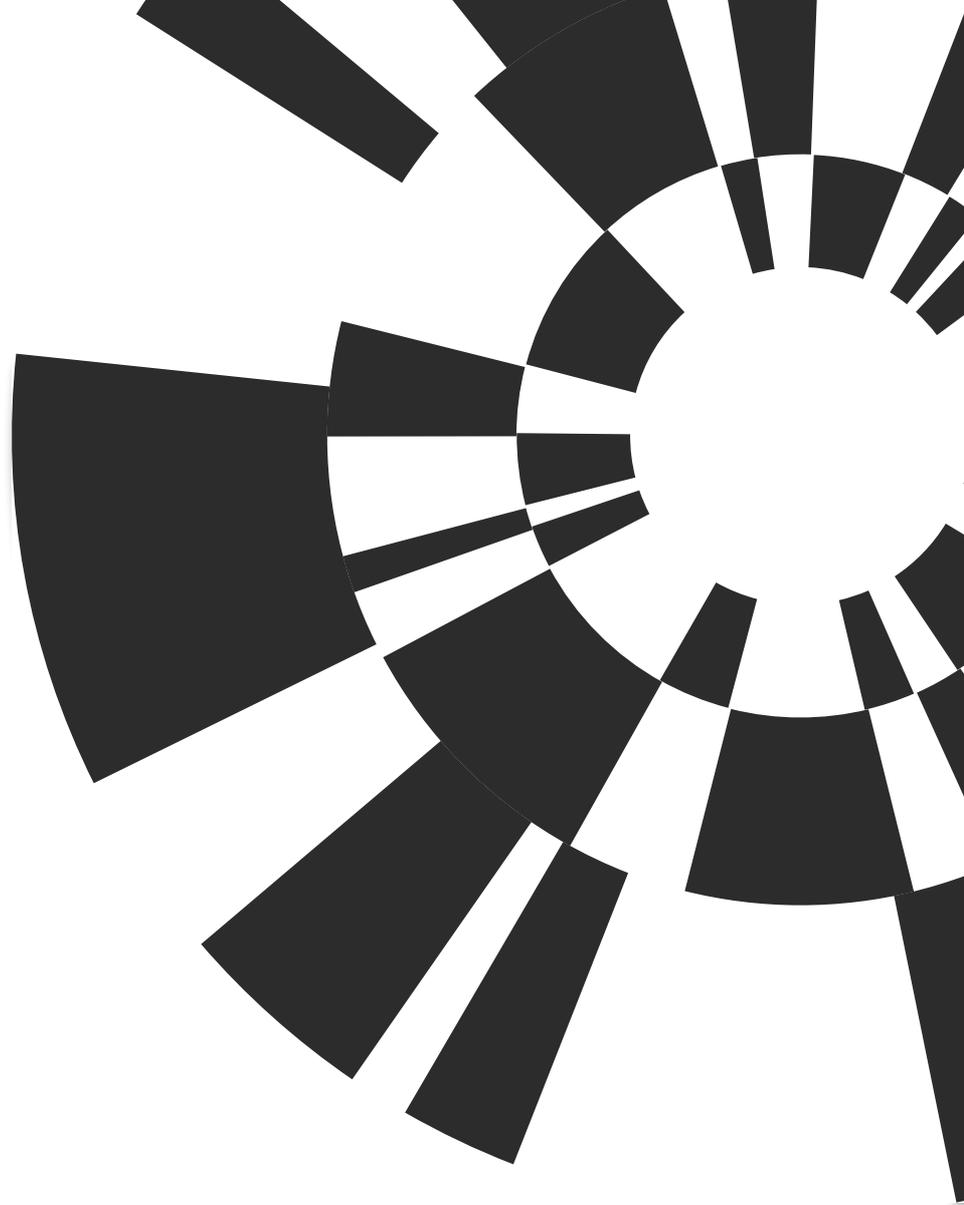
Rolling Out **RON** with Title Partners

Communication templates
lenders can use to prepare
settlement companies



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Rolling out RON with title partners

Rolling out remote online notarization requires coordination beyond the lender's internal teams. Title and settlement partners play a central role in preparing documents, supporting closing execution, and collaborating within the signing workflow.

Clear, proactive communication helps partners understand what is changing, how to engage, and what is expected when RON transactions begin.

This document provides example communications lenders can use to introduce RON, prepare partners operationally, and support transaction readiness.

When to communicate with title partners

Lenders typically engage title companies at two points:

1. Rollout announcement: Introduces RON as a closing option and prepares partners for future transactions.
2. Transaction-specific outreach: Provides instructions and coordination for an individual RON closing.

The examples that follow reflect both stages.

Email templates

Lenders typically engage title and settlement partners at multiple points when rolling out remote online notarization. These examples reflect common communication moments, from initial awareness through live transaction execution.



Example 1: RON roll out announcement

Subject: Introducing Remote Online Notarization Closings

Hi [First Name],

We're expanding our closing capabilities to include remote online notarization (RON) and wanted to share this update ahead of future transactions.

RON allows borrowers to complete notarized closings through a secure online session rather than signing in person. In addition to improving scheduling flexibility, lenders implementing digital closings see measurable operational impact. Industry research shows eClosings can save lenders up to \$443 per loan while improving execution timelines and borrower experience (with over 30% fewer errors).

We'll be leveraging Proof as our technology and service provider for these transactions. Proof supports fully digital and hybrid closings, enabling borrowers and settlement partners to collaborate remotely while maintaining compliance and auditability.

To help your team prepare, we've included resources covering:

- Account setup and platform access
- Document collaboration workflows
- Signing session participation
- Borrower experience overview

We encourage your team to review these materials in advance so you're ready when RON transactions are assigned.

If questions come up, we're happy to support.

Best,

[Name]

[Title]

[Lender Name]

[Lender Name]



Example 2: Account setup request

Subject: Platform Access Needed for Upcoming RON Closings

Hi [First Name],

As we begin assigning remote online notarization transactions, we want to ensure your team has platform access in place.

If you haven't already, please create your account using the setup instructions attached. This will allow you to collaborate on closing packages and support upcoming signings.

We recommend completing account setup in advance so you're ready when RON transactions are assigned.

If you need assistance getting started, please let us know and we'll be happy to help.

Best,

[Name]

[Title]

[Lender Name]



Example 3: Transaction-specific coordination

Subject: RON Closing Coordination – [Borrower Name / Loan Number]

Hi [First Name],

We'll be completing the closing for the above loan using remote online notarization.

To prepare for this transaction, please ensure your team has platform access and is ready to collaborate on document preparation and execution.

Included are resources outlining:

- How to upload closing documents
- How to review and prepare the file
- How to join the signing session if needed

If your team has not yet completed account setup, instructions are attached.

Please review these materials ahead of closing to ensure everything is ready for execution.

Best,

[Name]

[Title]

[Lender Name]



Example 4: Document readiness follow-up

Subject: Document Preparation – RON Closing

Hi [First Name],

As we prepare for the upcoming RON closing, we wanted to check in on document readiness.

Please upload the closing package at your earliest convenience so preparation and review can be completed ahead of signing.

Early delivery helps ensure documents are ready for execution and avoids day-of-closing delays.

Let us know if you need support as you prepare the file.

Best,

[Name]

[Title]

[Lender Name]



Example 5: Title partner enablement resources

Subject: RON Enablement Resources

Hi [First Name],

As we continue expanding RON closings, we're sharing additional resources to support your team.

Included are materials covering:

- Platform onboarding
- Transaction collaboration
- Borrower signing experience
- Document preparation guidance

These resources are intended to help your team become more familiar with the workflow and support closings confidently.

If you'd like to schedule a walkthrough session or have questions as you review, please let us know.

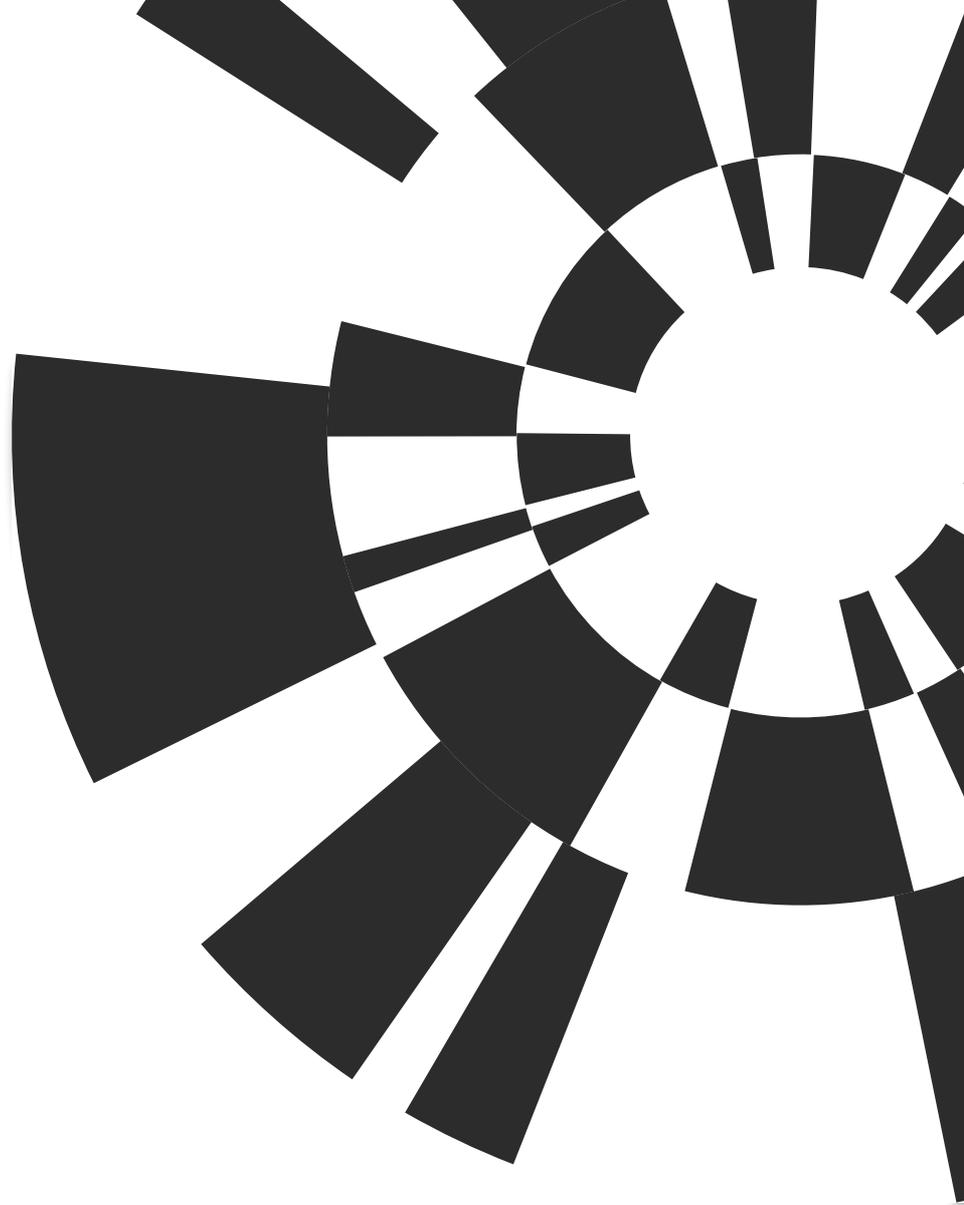
Best,

[Name]

[Title]

[Lender Name]





Closing note lenders can use in any communication

We're committed to making this transition as seamless as possible for your team and ours. If questions arise at any point, we're here to help support onboarding and transaction readiness.