



CASE STUDY

# Top Five Lender Achieves a 93% CSAT Working with Doma



# Leading national lender closes loans three days faster and saves customers 15 percent on fees using Doma's instant underwriting solution

The appearance and increasing acceptance of digital mortgages in recent years put pressure on traditional lenders to up their digital game. With significant capital reserves and highly skilled teams of software engineers at their disposal, most large lenders navigated this challenge with relative ease. A more difficult obstacle is improving the experience of closing on or refinancing a home, which is unnecessarily complicated and stressful for all parties involved.

Today's savvy borrower can effortlessly shop around online for a trustworthy lender that offers fast turnaround times, low fees and great service. To remain competitive, the nation's established mortgage lenders are laser-focused on reducing timelines to ensure every dollar works to generate revenue and improve profit margins, while simultaneously passing savings – of both time and money – onto borrowers.

In other words, having achieved the instant mortgage, the U.S. residential real estate industry is in a race to the ultimate finish line – the instant closing. One of the largest lenders in the world is determined to stay ahead of the competition and understands that the key is a carefully curated combination of increasingly efficient processes enabled by bleeding-edge technology.

## Fast Facts

Type of Lender

**Top 5 National Lender**

Headquarters

**New York**

U.S. Coverage

**50 States**

Total Staff

**100,000+**

## Reimagining Refis

In 2019 with mortgage interest rates near all-time lows and a wave of activity in the residential refinance market, the top five national lender prioritized identifying and implementing critical enhancements for the refinance origination process as a top three strategic initiative.

After an extensive assessment, the lender's mortgage division found that even though only five percent of files require further attention, each of their existing title vendors applies the same cumbersome process to every file. They wanted to only touch loans with exceptions and get an instant clear-to-close on issue-free properties.

Further, they estimated that a mortgage refinance, where the property and owner remain the same and only the financials change, could take as little as 20 days to complete. For current customers, especially those with a mortgage from the lender, they felt it should be possible to reduce that to just 15 days.

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## Engaging Doma

Considering known limitations of its existing vendors and the significant investment and expertise it would take to streamline the refinancing process with internal resources alone, the lender decided to look for a long-term partner at the forefront of technological innovation.

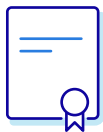
Its mortgage division learned about Doma's unique instant underwriting solution, which on average processes 80 percent of title transactions within a minute. They were also interested in the title company's dual approach of optimizing century-plus old processes and using machine intelligence to automate what remains.

### Key Results



**84%**

of transactions  
received a clear-to-  
close in under a minute



**5%**

more loan  
applications  
closed



**93%**

CSAT Score vs.  
industry average  
of 77%



**15%**

savings on fees  
for mortgage  
customers



**20%**

increase in  
capacity per  
loan processor





## Innovating Together

In April 2019, the top five national lender started a pilot with Doma in three key states. The company determined to allocate 25 percent of the volume in two of the three states, and up to 75 percent of the volume in the third. Using Doma's secure API, the lender seamlessly integrated the solution directly into its existing systems, with zero downtime and no disruptions for its loan officers and processors.

By June, Doma had integrated order acceptance, document delivery and messaging with their Title Production System (TPS) and the lender's in-house loan origination system (LOS). At the same time, the mortgage division partnered closely with Doma's dedicated customer support team to align workflows and ensure smooth operations between the lender and title company.

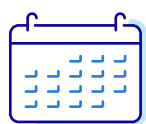
The two teams quickly established a highly collaborative relationship and ensured feedback was being shared promptly and in both directions. This allowed everyone to focus on increasing operational efficiencies, reducing operational expenditures and moving quickly towards the lender's goal of a 20-day cycle for the majority of refinance transactions.

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## Impressive Results and Expansion

In January 2020, the top five national lender collected and analyzed the results of the 9-month pilot. For loans processed with Doma, the lender's mortgage division was pleased to receive an instant clear-to-close for 84 percent of transactions.

Comparing the instant loans against the traditional loans, they saw:



**3**

day reduction in  
business days to close



**15%**

savings on fees for  
mortgage customers



**84%**

of transactions received a clear-  
to-close in under a minute



**5%**

more loan applications  
close successfully

By combining the Doma instant underwriting solution with vastly improved operations, the mortgage division also increased capacity per processor by nearly 20 percent.

## Key Factors That Impact Time to Close

Traditionally there are seven key factors that impact time to close, each containing a significant number of subcomponents. While some steps can be completed in parallel, the cumulation creates a 30-45 day process that results in long wait periods for borrowers and lenders.

By combining the Doma instant underwriting solution with vastly improved operations, the mortgage division also increased capacity per processor by nearly 20 percent. Most importantly, the lender achieved a 93 percent CSAT score across all files processed with Doma, which far surpasses the industry average of 77 percent, as well as most of the top five national lender's closest competitors.

With such stellar results, the lender ranked Doma as a top three vendor. Its mortgage division decided to significantly expand both the number of states and proportion of title and escrow transactions it processes with over the years and Doma remains one of their strategic partners today.

## About Doma

Doma is a real estate technology company that is disrupting a century-old industry by building an instant and frictionless home closing experience for buyers and sellers. Doma uses proprietary machine intelligence technology and deep human expertise to create a vastly more simple and affordable experience for everyone involved in a residential real estate transaction, including current and prospective homeowners, mortgage lenders, title agents, and real estate professionals. With Doma, what used to take days can now be done in minutes, replacing an arcane and cumbersome process with a digital experience designed for today's world.

Contact [localexpert@doma.com](mailto:localexpert@doma.com) to uncover how you can increase turnaround times and achieve operational efficiencies.

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