Guild mortgage

Reverse Mortgage Application Signing Options

As a part of the Reverse Mortgage loan application process, the originator is expected to confirm with their client which method for signing the application is going to be the most convenient. When discussing with a client, it is important to remember that some older Americans are not comfortable with or are perhaps incapable of handling business online. To address these concerns, Guild Mortgage offers several different options for your clients to sign and complete the loan application process. Below is a list of the options we suggest reviewing with each client when they decide to move forward with the loan.

DocuSign - Should be used as an option <u>only</u> if your clients have used DocuSign before or if they appear savvy enough to handle signing documents online. Be sure to verify every borrower's email address and let them know the passcode for their application will be the last four digits of their SSN. This method for singing is not acceptable when a POA is being used to sign on behalf of a borrower.

Mobile Notary - This is a widely used option by Guild loan originators to maintain a face-to-face interaction for clients that they are unable to visit with in person. The mobile notary will bring one copy of the loan application for the borrower's records and another that they will help your clients through to ensure a smooth signing process. Notaries are asked to request the predetermined needs list items from your client, so please ensure the borrowers know to have copies of the necessary documents ready for the appointment. When choosing this option confirm a specific date, time, and location for the signing appointment at least 48 hours following the request for documents. There are no additional charges for this service and should be used if clients have been determined to potentially have trouble signing via DocuSign or if they cannot meet with the LO in person.

Emailed PDF - If an LO expects to meet with their borrower in person, the reverse mortgage application can be requested to be sent directly to the LO via email. The LO will be expected to print out the entire application and assist the client through signing the loan documents. Once completed, the LO will need to scan and return the loan documents to rmdocservices@guildmortgage.net OR request a prepaid return envelope to send everything back to the reverse mortgage team.

Hard Copy Sent Via FedEx – When meeting with your client in person or if you trust your client will be able to appropriately execute signing the documents on their own, you can request the loan application to be printed and sent to either your office or your client's home via FedEx. Once the loan application is complete, the documents will need to be returned to the reverse mortgage team via the included prepaid return envelope OR by scanning and emailing the documents back to rmdocservices@guildmortgage.net.