



Accurate Group Leverages NotaryCam to Increase RON Mortgages and Reduce Package Loss



COMPANY

Accurate Group is a recognized leader in real estate technology and services, delivering innovative, technology-driven solutions to banks, credit unions, non-banks, servicers, and capital market firms across the country. With a proven track record of exceptional service and stability, Accurate Group enables lenders to enhance digital frameworks, reduce costs, improve compliance, and drive business growth.

For more information, visit www.accurategroup.com.

PROBLEM

Long before COVID brought remote online notarization (RON) into the spotlight, Accurate Group noted the beginnings of the state-level legislation regulating the process. As the industry's first Appraisal Management and Compliance Company (AMCC™), Accurate Group has set the standard for modern property appraisals, title data, analytics and digital closing solutions. Always eager to pioneer new, innovative approaches that simplify the mortgage lending process for lenders and borrowers alike, Accurate Group began to investigate.

"Initially, we were interested less in solving a problem and more in keeping an eye on emerging industry trends to stay ahead of the game," said Joshua Jaworski, manager of NotaryWorks™ signing solutions at Accurate Group.

"We started building our RON capabilities in 2017, and that forward-thinking strategy paid off in ways we never anticipated."

Not only does RON offer a competitive advantage when engaging with younger, tech-savvy borrowers, it also supports notarization over long distances. With RON solutions, homebuyers relocating from abroad or distant states without nearby branches can seamlessly notarize their documents. After recognizing the potential of RON and identifying it as the next step forward, Accurate Group sought a solution to further enhance its lending processes.

SOLUTION

Early in its search, Accurate Group spotted a clear frontrunner among prospective RON providers: NotaryCam. A reliable online notary service enabling consumers to sign documents from a laptop or tablet and have them electronically notarized, NotaryCam streamlines eClosing and notarization with custom workflows for enterprises of all sizes.

Compliant with state regulations, consumers and loan officers access a secure video platform with a licensed eNotary who witnesses the signing of the documents electronically, then provides an electronic signature and

notary seal. This allows signers to conveniently join the secure signing room from anywhere around the globe, provided they have an internet connection and valid proof of identity.

"When we were analyzing vendors, NotaryCam emerged as the leading technology platform for remote online closings," said Jaworski. "It has maintained its position as a leader in RON, continuing to invest in delivering a user-friendly, efficient remote closing experience available at all hours. NotaryCam is by far the most effective, reliable RON solution we've examined."

RESULTS

Easy Onboarding with White Glove Service

Accurate Group was already using NotaryCam for a small percentage of its notarizations pre-COVID, primarily for use cases when one party could not be physically present. The onset of COVID and associated lockdowns necessitated a rapid shift. NotaryCam handled the sudden increase in volume efficiently and effectively, supporting Accurate Group during the highest-volume mortgage cycle in decades while remaining compliant with rapidly changing state- and county-level RON regulations.

"We called up our rep to ask, 'Hey, can you take on our entire volume?'" said Jaworski. "It was a big shift, and NotaryCam supported the change effectively, with both reliable technology and highly responsive notaries trained for the software."

In addition to using NotaryCam's team of notaries to handle overflow, Accurate Group selected expert notaries from its own team to become eNotaries and conduct transactions on NotaryCam's platform.

"It's an easy system to use," said Jaworski. "The process is very simple, and the interface is user-friendly. In the event we encounter any trouble, NotaryCam provides exceptional white glove service tailored to our use of the product."

Reduced Package Loss

Over the last four years, Accurate Group has increased its use of digital eClosing tools and estimates that an average 10% of its loan volume has been notarized via RON with NotaryCam. As it evaluated the results of this process, Accurate Group noted that package loss among eNotarized and eClosed documents is next to nothing.

"We've had some trouble with lost packages during shipping," said Jaworski. "But, when we use NotaryCam's eClosing and RON technologies, there is a clear digital 'paper' trail, and the notary's seal guarantees we can keep track of the originals."

Faster Document Turnaround

Using NotaryCam, Accurate Group spends less time wrangling paperwork, tracking down the originals of important documents, and printing out copies, and more time creating amazing consumer experiences. With faster document turnaround times, Accurate Group smooths the closing process and ensures compliance with disclosure requirements.

"We can handle a larger volume even with a small team, thanks to the faster turnaround," said Jaworski. "The increased efficiency helps strengthen our consumers' trust and reduce the stress associated with the mortgage process by ensuring that everyone has the documents they need at any given time."

Increased Borrower Convenience

NotaryCam and Accurate Group's partnership facilitates secure eClosing and RON for consumers in all states where allowed and over 145 countries, with an outstanding customer satisfaction rating of 99.8%. By using NotaryCam to increase convenience for its customers, Accurate Group has a competitive edge in the current tough market. Accurate Group can also provide services to distant customers with no local branch, or who are moving from other countries, increasing its potential customer base.

"Having the option of convenience helps our customers feel valued and cared for," said Jaworski. "Whether a borrower is unable to come in branch for notarization because they live out of state or if they're simply a young borrower more comfortable with digital processes, we can accommodate with NotaryCam."



ABOUT NOTARYCAM, A STEWART COMPANY

NotaryCam, Inc., a [Stewart](#)-owned company, is the leader in online notarization and mortgage eClosing solutions, having notarized documents worldwide for hundreds of thousands of customers in all U.S. states where allowed and more than 146 countries. The company's eClose360® platform delivers the “perfect” online mortgage closing in every jurisdiction and supports all eClosing scenarios – RON, IPEN or Hybrids – with a flexible workflow for document recording and unparalleled identity verification, security and customer convenience. In addition to real estate transactions, NotaryCam provides RON services to many Fortune 500 companies as well as small and midsize businesses and includes employment documents and other documents allowed by law. The company also proudly maintains an industry-leading customer satisfaction rating and the highest Net Promotor Score (NPS) amongst the best global tech brands.

Visit [NotaryCam.com](https://www.NotaryCam.com) for additional information
or to get a document notarized today.

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