MortgageBot FAQ's

Q: Can I send eSign from MortgageBot?

A: Yes, you can select eSign from any of the document submission screens by selecting the checkboxes for "eDisclosure" and "Click Sign".

Q: Do the eSigned documents get returned to MortgageBot?

A: They currently do not get returned. You will need to retrieve them from the eConsole.

Q: Does MortgageBot support Total eClose?

A: Currently MortgageBot only supports our Hybrid 1 version of eClose. All notices and disclosures will be ClickSign but the note and any documents that need to be notarized will be paper. You would start this process by submitting the loan from MortgageBot and finishing the process in DocMagic Online.

Q: Can I request UCD directly from MortgageBot?

A: Yes, you can submit UCD from the Services Menu under UCD Submission.

Q: Can I get my documents back as a DBK file?

A: Yes, currently MortgageBot supports both DBK and PDF documents.

Q: How do I contact MortgageBot support?

A: Go to the Case Management System and log a case. The support team does not work through e-mail – everything must go through that system.

Q: Is there a limit on Title Only borrowers we can send in the closing request package?

A: There's no technical limit as to the number of Title Only borrowers. Some forms may have only so much room allocated for the borrowers overall.