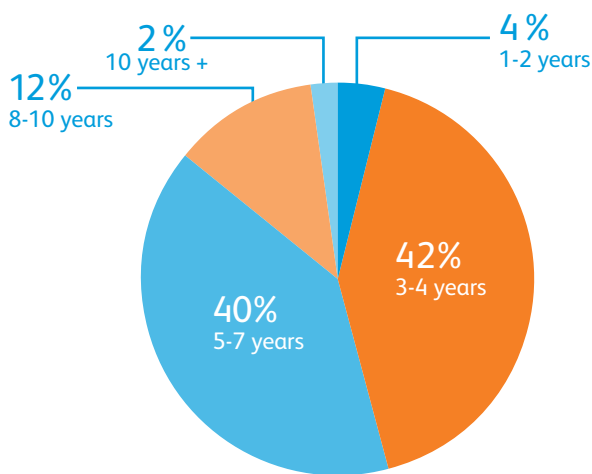


# The Path to Paperless

## 2010 Industry Barometer on Paperless Mortgage Processing

### eMortgages On the Horizon

The majority of respondents, **82%**, believe it will take three to seven years for the mortgage industry to process more than 50% of all loans as an eMortgage.

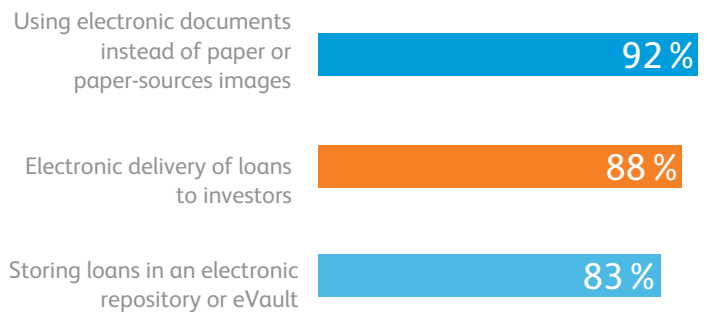


When asked if they were seeing an increase in electronic disclosures, **69%** of respondents said yes compared to 36% in 2008.

### Defining Paperless

Companies can call themselves paperless without doing a true eMortgage, said **63%** of respondents.

While the majority of respondents said using electronic documents instead of paper or paper-sourced images is a critical component of going paperless; a real paperless solution must provide flexibility to work with paper, images and electronic documents, according to **88%** of participants. Critical components of going paperless include:



### Phases of Going Paperless

The majority of respondents said their organizations have implemented or plan to implement electronic document solutions to process loans in a paperless fashion.

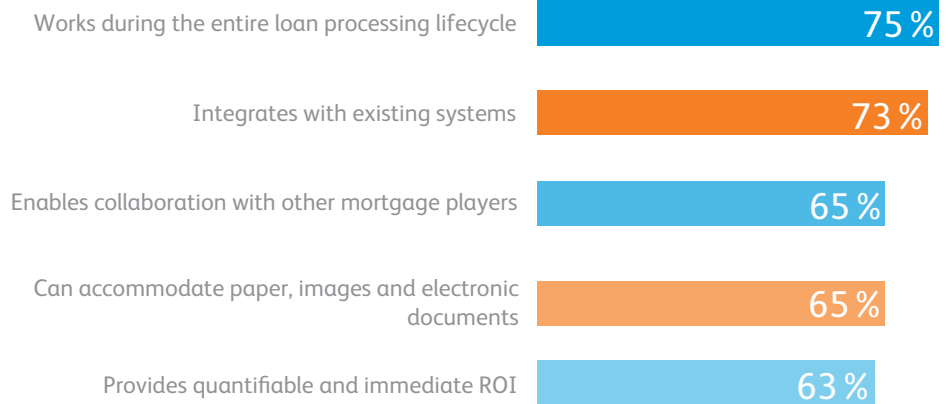
	Implemented	Evaluating	Planned for 10	2011 or later	No Plans
Paperless origination & underwriting	49%	16%	19%	14%	2%
Electronic delivery of closed loan folder to investors	47%	17%	17%	12%	7%
eAcknowledgement or eSignatures for disclosures	23%	18%	32%	18%	9%
eSignatures at the closing table	2%	28%	9%	35%	26%

### Flexibility and Integration Are a Must

Mortgage technology solutions need to work during the entire loan processing lifecycle and integrate with existing solutions, according to respondents.

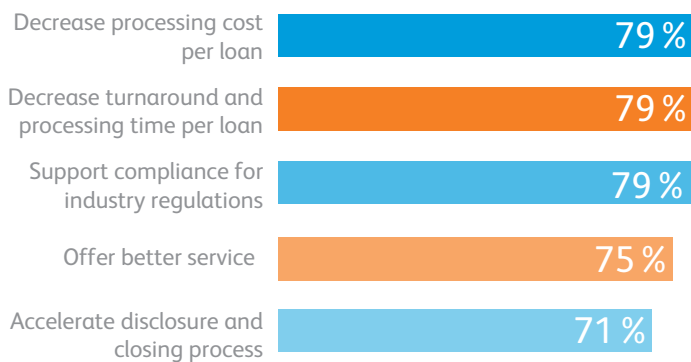
The chart shows which attributes were ranked “very important” when evaluating mortgage technology.

Interestingly, only **15%** viewed web-based as a top attribute, compared to 58% in 2008 – perhaps as this is now expected.



### Costs, Timing and Compliance Are Key

Cost savings, faster loan turnaround and support for industry regulations such as RESPA are the most important benefits of going paperless said survey participants. The following were noted as “very important” benefits when going paperless:



### Using Technology To Grow

The vast majority of companies, **81%**, are implementing new technologies to handle the flux of the mortgage industry. Following that, **63%** are reducing costs with variable cost options and **42%** are increasing channel options..

### Online Archiving a Growing Trend

Storage of loan documents in an online repository is becoming critical, as noted by these statistics:

- **83%** noted storage in an electronic repository as a critical component of going paperless
- **60%** said the ability to archive loans electronically is an important benefit of going paperless

### About the Survey

The mortgage industry survey participants’ companies perform the following functions: origination of loans, **94%**, post-closing, **90%**, closing, **86%**, underwriting, **86%**, investing/funding, **79%**, servicing, **63%**, and archiving, **49%**.

The executives polled represented a strong cross-section of the executive team including general/executive management, **42%**, information technology, **27%**, risk management, **6%**, project or product management, **6%**, management or strategy, **4%**, operations, **4%**, production/sales, **4%**, secondary marketing, **4%**, and other, **3%**.

Xerox Mortgage Services provides the industry’s benchmark solution for mortgage document collaboration, **BlitzDocs**. The solution’s electronic loan folder helps mortgage participants efficiently originate, sign, underwrite, audit, deliver and archive both paper-sourced and native electronic loan documents. BlitzDocs also offers a secure personal signing room for eDisclosures and eClosings, and a protected eVault for delivery to the secondary market and loan archiving.

Xerox Corporation’s breadth of divisions – including Global Services’ 100 Best Performing BPO Provider, ACS – enables Xerox Mortgage Services to leverage unparalleled BPO, auto document recognition, eRecording and print/mail services. Xerox Mortgage Services proven technology, extensive collaborative document network and unmatched capabilities make it the most trusted name in paperless solutions. For more information, visit [www.xerox.com/mortgageservices](http://www.xerox.com/mortgageservices) today.

