

Working with Electronic Documents and eSigning

The Encompass loan origination system enables loan officers and other loan team members to send you, the borrower, electronic loan forms and documents using the Internet instead of mailing or faxing them. Your loan officer uploads loan documents to one of their websites (either Loan Connect or the Encompass Consumer Connect borrower portal). You will receive an email from the loan officer notifying you that your loan documents are ready to be viewed and, if required, signed. Click the link in the email to open the website and view your documents. There you can sign the documents electronically (a process known as “eSigning”) and send them back to the loan officer using the tools on the website. You can your co-borrower can follow the steps below to start viewing and eSigning your loan documents.

Note: In addition to loan documents that need to be viewed or signed, your loan officer may also request documents they need from you such as copies of paystubs or tax forms. They may also send you status updates about your loan. You can use Loan Connect or the Encompass Consumer Connect borrower portal to send the documents to them or view loan status updates.

