



FINANCE of AMERICA  
— MORTGAGE™ —



SimplEclose  
Hybrid

# SimplEclose Borrower FAQs

## WHAT IS SIMPLECLOSE?

SimplEclose is a digital closing platform that allows eligible borrowers to sign the majority of their documents from the comfort of your home. With SimplEclose Hybrid, you may ink sign or eSign just a few documents that require a notary to be present at your closing appointment.

## DO I NEED A COMPUTER, OR CAN I SIGN ON MY PHONE OR TABLET?

SimplEclose allows you to sign eligible documents on any device. The device should have enough surface area to allow you to easily read documents. We recommend using the Google Chrome browser to sign your documents.

## CAN I SHARE MY DOCUMENTS WITH MY ATTORNEY?

Documents are sent for your review prior to your closing appointment. After you have reviewed them, you will have an opportunity to download or print your closing documents and send them to your attorney or anyone else you trust for review.

## I DIDN'T RECEIVE THE EMAIL WITH THE LINK TO ACCESS MY CLOSING DOCUMENTS. WHAT DO I DO?

The email sender will be docmailer.esign@financeofamerica.com. If you cannot find the email in your regular inbox, check your spam or junk mail folders to be sure it was not routed there by mistake. If you are still unable to find it, contact your Finance of America Mortgage Processor, Loan Advisor, or Loan Advisor Assistant.

## HOW DOES FINANCE OF AMERICA MORTGAGE PROTECT MY PERSONAL INFORMATION?

We maintain administrative, technical and physical safeguards designed to protect the personal information you provide against accidental, unlawful or unauthorized destruction, loss, alteration, access, disclosure or use. Read our full privacy policy [here](#).