

# Proper Title selects Closinglock to improve wire fraud protection and save staff time.



## Challenges

- Increase of wire fraud and targeted email threats in real estate transactions
- Inaccurate file trail/missing communication

## Benefits

- Centralized communication in a secure platform
- Ease of use and integration with SoftPro
- Consumer education about wire fraud

## Products

- Securely send and receive wiring instructions
- Instant payoff verifications

**“Closinglock has provided more security with the increase in wire fraud attempts through an easy-to-use/access portal. Additionally, Closinglock has provided us with more resources and tools to further educate not only our customers, but consumers on the dangers of wire fraud.”**

ALLISON ROTH, DIRECTOR OF CLOSING OPERATIONS

## The Challenge

Proper Title has always taken their wire fraud prevention efforts seriously and tried to stay up to date on the latest methods to keep themselves and their clients safe. The company utilized password protected emails when sending wire instructions and had their staff verify every lender payoff verbally over the phone. While this process had worked fairly well, the company noticed that fraudsters were getting more sophisticated with targeted email scams. They also had a hard time with missing communications and inaccurate file trails.

## The Solution

Proper Title decided to implement Closinglock as their company wide wire fraud protection platform after seeing the benefits Closinglock was able to offer over their current methods. Not only was Closinglock much more secure than password protected emails, it was able to save their staff a lot of time by eliminating the need to verbally verify lender payoffs over the phone with the instant payoff verification tool.