



How To Answer Closing FAQs

A REAL ESTATE EBOOK FROM

 **The CE Shop**



Introduction

An effective closing process signifies a job well done, marks a major milestone for the buyer, and sends clients off on a positive note, further encouraging repeat business. In other words, **closing is so much more than simply signing here and initialing there.**

As such, clients will likely have at least a few questions about what they can expect from the process, who will be present, and even how long it will take. To tie this transaction up with a bow, you'll want to have some comprehensive answers on hand.

Preparation Is Key

Before you get to formulating potential answers, consider the following:

- Any answer you give should be honest and genuine. As a home is one of the biggest investments most people will make, trustworthiness in an agent is critical.
- Mastering the closing process takes practice. Effectively answering questions may take some finessing.
- The right answers will always depend on the home and your clients. It will never be a one-size-fits-all situation.

Bearing this information in mind, let's dive into some of the most frequently asked **closing questions**.



1 What is closing?

While first-time buyers have likely heard the term 'closing' before, it's hard to understand exactly what the process entails until you go through it. As such, clients may experience some anxiety as their closing date approaches. You can ease their worries by first explaining just what they can expect from the process.

Discuss how closing is simply **transferring the title from seller to buyer**. Let them know that they can expect to review, date, and sign quite a few legal documents in order to complete the purchase. Closing signifies the conclusion of their property search and, afterwards, they will officially be homeowners!





What will I be signing?

Speaking of [legal documents](#), some buyers may be concerned about the number and content of various forms. You'll want to provide an extensive explanation of each and every document.

Be sure to cover:

- The promissory note
- The mortgage
- The deed
- The closing disclosure
- The initial escrow disclosure statement
- The transfer tax declaration, depending on the state
- Any other relevant documents

Paperwork wouldn't be so bad
if it weren't for all the paper.
And the work.

Darynda Jones, *author*



3

Where does the closing process take place?

Your clients are likely itching to get into their new home, so they may be curious about where exactly they'll be closing. While it's often the title company or lender's office, **double-check your state's rules and regulations** before providing an answer. If you happen to be working with a cash buyer, explain that they can essentially close wherever is preferable for both parties.

4

Who will be there?

Whether they want to thank the seller in person or catch up with their lender, buyers may wonder who they can expect to see at closing. Your exact answer will vary **depending on the state and specific transaction**, but they can typically count on the buyer, seller, any contracted attorneys, title company representative, title insurance agent, mortgage professional, and both real estate agents. Sounds like a party!





How should I prepare?

You may want to provide your clients with some action items, aside from reveling in the excitement, of course. **Encourage them to jot down any questions** they'd like answered at closing, facilitate a wire transfer or cashier's check if needed, and review the closing disclosure.

“Be real and authentic. I believe that people make their own luck by great preparation and good strategy.”

*Jack Canfield, author, motivational speaker,
corporate trainer, and entrepreneur*



What do I need to bring?

In the same vein, you'll want to stress the importance of **gathering the right materials**. Encourage clients to bring along:

- Their closing disclosure
- Cashier's check or proof of wire transfer, if applicable
- Photo identification
- Proof of homeowners insurance
- Any other documents requested by their lender
- Their co-signer, if applicable
- Any lingering questions

7

How long does the process take?

Of course, each closing will be different, but providing a ballpark estimate can ease the minds of clients who are likely eager to get their new keys already. While a select few deals may be completed in a matter of minutes, closing **typically takes a good chunk of time**. Suggest that clients block off at least a few hours. They'll want to build in time to digest potentially confusing documents, ask any questions, and otherwise remedy arising issues.



“ Be patient.
Good things take time.”
Unknown



Master the Art of Closing

Between receiving the keys to their new home and your thorough list of answers to their frequently asked questions, clients are sure to walk away with a **positive perception of the closing process**. Simply prioritize authenticity, lead with honesty, and do a little planning beforehand to ensure everything goes off without a hitch.

Good luck!

About Us

Founded in 2005, The CE Shop has become the leading provider of online real estate education. With industry-leading pass rates and support from Pre-Licensing through CE, our students are better prepared to set themselves up for success.

Our ever-expanding course catalog of Pre-Licensing, Exam Prep, Post-Licensing, and Continuing Education products are trusted throughout the industry and offer agents across the country the education they rely on.

With products available in all 50 states and D.C., we're driven by a desire to constantly improve, both for ourselves and our students.

