

ClosingLock Buyer's Brief

What is ClosingLock?

ClosingLock is a service for companies to securely share wire transfer instructions and other documents with their customers (residential or commercial buyers and lenders). Starck Title is using ClosingLock to combat wire transfer fraud.

Most closing companies rely on emails or phone calls to communicate wire transfer instructions and other documents. Unfortunately, emails and phone calls are easily hacked and spoofed. Sensitive information such as wire transfer instructions should be transmitted securely using ClosingLock, which helps eliminate the threat of phishing attacks on unsuspecting buyers.

What can I expect to see differently during the sale using ClosingLock?

Communication to Buyer's agent and Buyer's attorney: At Order Confirmation, the Buyer's Attorney and Buyer's Agent will receive an introductory email, which explains that Starck Title is using ClosingLock as their wire fraud prevention software. The email also explains that if the Buyer prefers to wire transfer funds, they should send the buyer's cell phone and email address to Starck Title Customer Service at customerservice@starcktitle.com. The Buyer will receive an email from ClosingLock with step by step instructions to securely complete the wire transfer.

When the **Closing is Scheduled**,

Buyer's agent and attorney communication: The Buyer's Attorney and the Buyer's Agent will receive a reminder email for Buyers, who have indicated they would like to use a wire transfer. The second email requests the Buyer's email and phone number be emailed to Starck Title Customer Service at customerservice@starcktitle.com. The email also explains that Buyers should be on the lookout for an email from ClosingLock with wire instructions and advises all parties to only trust wire instructions from ClosingLock.

What if my Buyer is bringing a check to the closing?

Then they can disregard the ClosingLock information above and nothing will be changed. These instructions only apply to those sending funds via wire transfer. **To learn more about how to use Closing Lock for your transaction, [check out this video from ClosingLock.](#)**

Still confused, no problem. If there's a question that we have not answered here, **please contact us at customerservice@starcktitle or call us at (847) 443-2300.** We're glad to help.