

Remote Online Notarization (RON)

Borrower Closing Confirmation & Online Closing Instructions

Purpose

This handout explains the borrower-facing closing confirmation email and the steps borrowers should expect when completing a Remote Online Notarization (RON) closing.

Closing Confirmation Email

Email sender	AppointmentConfirmation@svclnk.com
Email subject	Your Homebridge Home Equity Closing Appointment has been scheduled!
Closing agent	ServiceLink Online Notary
Online closing link	Unique link included in the borrower's confirmation email

Accessing the Online Closing

1. Open the secure closing confirmation email from the closing service provider.
2. Click the personalized "Click here to join your online closing" link in the message.
3. Signers attending together may access the online closing using a link belonging to an attending signer.
4. Signers attending separately must each use their own specific closing link.

What Borrowers Should Expect

- **Join the online closing** at the scheduled time. The borrower is instructed to join before **the specific time**, or the closing will be rescheduled for the next day; follow the deadline stated in the appointment email.
- **Electronically sign** the e-consent disclosure and review closing documents.
- **Answer security questions** and upload a valid government-issued photo ID.
- **Join a live, two-way video call** with a remote online notary; enable the camera and microphone on a mobile device or computer.
- **Direct questions about loan terms** to the loan officer or lender. The closing agent cannot answer questions concerning loan terms.
- If **rescheduling** for another day is necessary, contact your **Homebridge Team** via **Chat** in your HELOC Application Portal.

MLO/Broker Closing Preparation Checklist

- ☐ Confirm the borrower received the closing confirmation and can locate the personalized link.
- ☐ Confirm all signers understand whether they are attending together or separately.
- ☐ Remind borrowers to have a valid government-issued photo ID and a device with a working camera and microphone.
- ☐ Ask borrowers to review their scheduled appointment time and any **join-by deadline** in their Closing email.
- ☐ For questions regarding loan terms or to request rescheduling, contact the **Homebridge Team** using **Chat** in the **HELIX MLO Portal**.

Important Notes

This handout describes the sample **RON** process. Borrowers will follow the closing invitation and applicable state requirements. **RON** availability and requirements may vary by transaction and jurisdiction. Please see [HELIX Rates and Guides](#) for details.

Sample RON Closing Confirmation Email

From: <ApptConfirmation@svclnk.com>

Date: Thu, May 28, 2026 at 10:23 AM

Subject: Your HomeBridge Home Equity Closing Appointment has been scheduled!

This message was sent securely using Zix®



Closing Confirmation

Andy America,

Great news - your HomeBridge loan closing is confirmed!

Please join your online closing now by accessing your link below:

- Andy America - Click here to join your online closing

Signers attending together can access the online closing using any link of whomever is attending together.

Signers attending separately must join the online closing with their specific link.

Meet your Closing Agent



ServiceLink Online Notary

eClose@svclnk.com

What to expect

- **Join your online closing now!** You must join and sign your documents today prior to 11:00 p.m. MDT or your closing will be rescheduled for tomorrow.
- **Electronically sign the e-consent disclosure** and view your documents in preparation for your closing.
- **Answer** a few security questions and upload your valid government issued photo ID.
- **Join a live, two-way video call** with a remote online notary by enabling the camera and microphone on your mobile device or PC to complete your closing documents.
- **The Agent will not be** able to answer any questions pertaining to the terms of your loan. Any questions regarding your loan should be directed to your loan officer or lender.
- If your appointment requires rescheduling for another day, you will need to contact **HomeBridge**.

We look forward to completing your closing.

Thank you,
ServiceLink