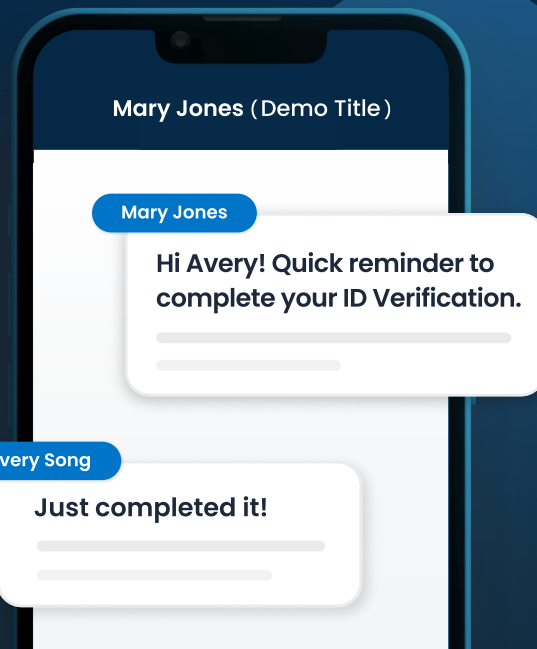# Closinglock

Two-Way Text Messaging

Replace scattered emails, voicemails, and personal texts with a centralized, secure solution that drives faster responses and smoother closings.

Mary Jones (Demo Title)

Mary Jones

Hi Avery! Quick reminder to complete your ID Verification.

Avery Song

Just completed it!

A better way to connect — on both sides of the closing.

Real-time replies

Reach clients where they respond fastest— their phones.

Teamwide Visibility

Every message links to the transaction for easy reference.
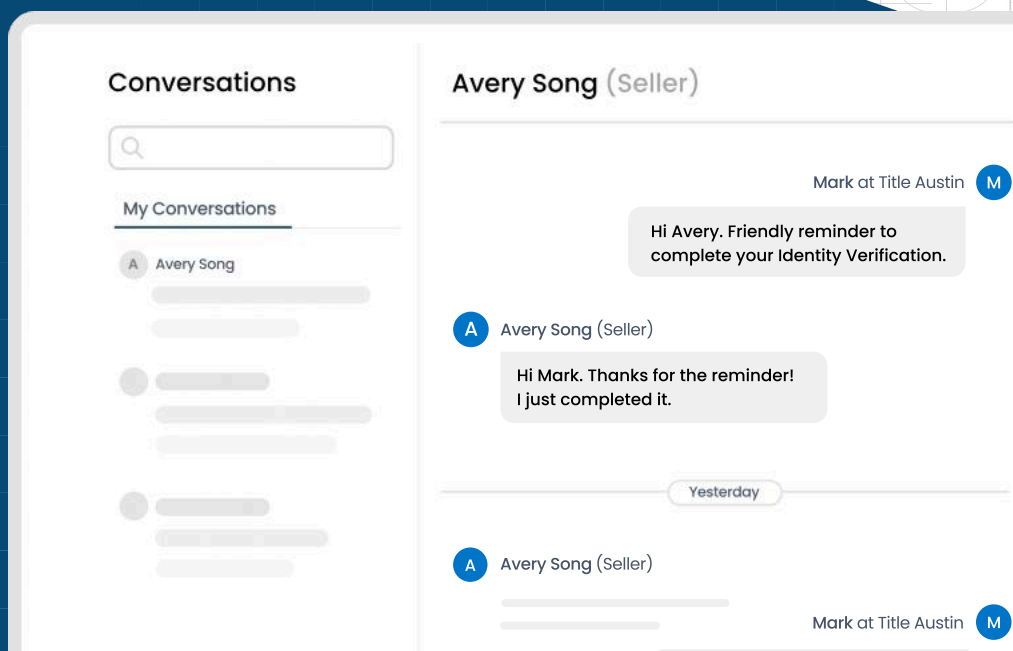
Your message, your voice

Fully customizable messages from a local number.

Protected Conversations

Only authorized users can text your clients.

→ **The modern closing process demands modern communication. With a 98% average open rate, it's time to talk like people and close like pros.**

Conversations

My Conversations

A Avery Song

Avery Song (Seller)

Mark at Title Austin M

Hi Avery. Friendly reminder to complete your Identity Verification.

A Avery Song (Seller)

Hi Mark. Thanks for the reminder! I just completed it.

Yesterday

A Avery Song (Seller)

Mark at Title Austin M

Frequently Asked Questions

What is Closinglock's two-way text messaging feature?
It's a secure, real-time communication tool that allows title and settlement professionals to exchange SMS messages with clients and partners—directly from the Closinglock platform.

How does this improve the closing process for my team?
It cuts delays from missed emails and phone tag, with 98% SMS open rates driving faster client responses. All messages stay in the transaction file for smoother coordination and better team visibility.

Do clients need to download an app or log in to reply?
No. Clients receive texts like any other message on their phone and can reply directly—no apps, accounts, or platforms required.

How is this more secure than texting from a personal phone?
Messages are encrypted, stored within the Closinglock platform, and never exposed on personal devices. This eliminates compliance risks associated with personal SMS apps and ensures all communication is trackable and auditable.

Who on the team can view messages?
Any authorized user associated with the relevant branch or file can view the full conversation thread, ensuring visibility and accountability.

Will I be notified of incoming messages?
Yes. Real-time dashboard notifications and message bubbles alert title agents when a new message is received. A notification badge will also appear in the portal to ensure nothing gets missed.