

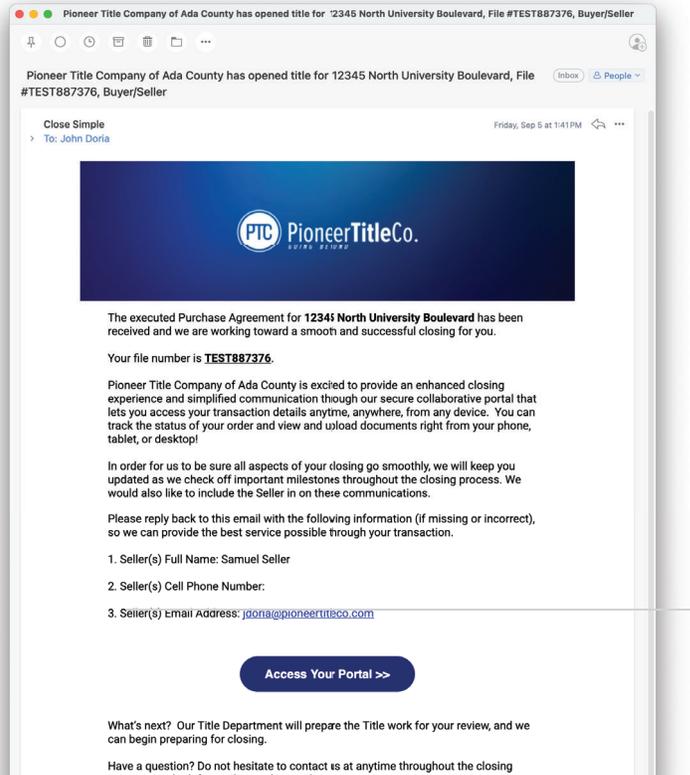
Powered by CloseSimple, **DAVEY** is Pioneer Title’s transaction concierge – a secure communication platform designed to keep real estate agents and their clients informed throughout the escrow process. It provides clear, timely updates at key milestones—helping transactions move forward smoothly with fewer surprises and less back-and-forth. **DAVEY** enhances transparency, reduces confusion, and supports a better experience for everyone involved in the transaction.

How It Works

When you open your transaction with us, **DAVEY** triggers automatically. All parties involved—including buyer’s agents, seller’s agents, buyers, and sellers—receive a Welcome Email inviting them to create a secure CloseSimple profile.

Once the profile is created, users can:

- View current transactions
- Access past transactions with Pioneer Title
- Receive real-time email & SMS updates as the transaction progresses
- Upload secure documents including IDs, etc.



This is your welcome email which serves as confirmation that your order was opened and offers access to the **DAVEY** portal.

What Updates Agents Receive

DAVEY sends notifications at key stages of the transaction, including:

- Title order placed
- Earnest money received
- Title commitment issued
- Signing scheduled
- Loan documents received
- Recording complete



FILE
OPENED



COMMITMENT
COMPLETE



CLOSING
SCHEDULED



DOCUMENTS
COMPLETE



CLOSING
COMPLETE

Each update includes clear, easy-to-understand information and helps agents stay ahead of the process without needing to request status checks. Simply login to the DAVEY to check on your transaction status 24/7.

Benefits for Agents

DAVEY helps you work more efficiently. It gives you greater visibility into transaction progress, fewer last-minute surprises before closing, reduced back-and-forth with escrow teams, improved client satisfaction and transparency, and – most importantly – more time to focus on your clients and business. DAVEY is a communication tool designed to support—not replace—the relationship between agents and their clients.

How DAVEY Supports Your Clients

DAVEY doesn't just support agents—it also keeps buyers and sellers informed in a clear, non-overwhelming way.

By providing consistent updates:

- Clients better understand where they are in the process
- Anxiety and confusion are reduced
- Fewer repetitive questions are directed back to agents
- Communication feels organized and professional

This added clarity helps build confidence and creates a smoother overall transaction experience.

What Agents Need to Do

There's no setup required! DAVEY is initiated as soon as we open your transaction. To ensure a smooth experience:

- Confirm Pioneer Title has your correct email and phone number
- Ensure your clients' contact information is accurate at file opening
- Let clients know to watch for the DAVEY welcome email

Once activated, DAVEY works automatically in the background.

Your local Pioneer Title escrow team is always available to answer questions or assist with DAVEY at any point during the transaction.