



Closing Guarantee

Knock guarantees that we'll close in 30 days with the Knock Closing Guarantee. If not, you'll get \$5,000 back from us*

*Guarantee in effect as of 7/23/2021. Contracts received prior to 7/23/2021 do not qualify. Closing is defined as the final loan documents being delivered by Knock to the settlement/closing agent within 30 days, or on or before the contractual closing date if that date is more than 30 days out. Same day funding is not guaranteed.

Borrower must meet the following conditions to be eligible for the Knock Closing Guarantee:

- **Application and Pre-Approval:** Borrower must have been pre-approved with Knock prior to executing their purchase contract (AUS or underwritten).
- **Purchase Contract:** Knock must receive the fully executed purchase contract and all addenda within one calendar day of mutual acceptance by buyer and seller.
- **Closing Date:** The closing date set forth in the executed purchase contract must be at least 30 calendar days from the binding date of the contract, and if this date changes, the guarantee is void.
- **Loan Approval:** Borrower must qualify for the original loan terms requested. If borrower requests a change in loan structure/program, or if Knock must issue a counter offer, the borrower is not eligible and the guarantee is void.
- **Appraisal Disputes:** If borrower disputes the results of an appraisal, the guarantee is void.
- **Business Days:** Closing cannot occur on a Saturday, Sunday, or holiday on which financial institutions are closed.
- **Delays by Other Parties or Events:** Closing guarantee is voided by force majeure events, seller delays or either party's breach of the purchase contract.

Additionally, all of the following deadlines must be met as conditions of the Knock Closing Guarantee:

- Within 48 hours of borrower receiving initial disclosures:
 - Borrower must electronically acknowledge receipt of the disclosures
 - Borrower must sign intent to proceed
- Within 4 calendar days of borrower receiving initial disclosures:
 - Borrower must provide Knock with all requested documentation. Any additional required and requested documentation must be provided within 24 hours of each request, and the appraisal invoice must be paid within 24 hours of receipt.
- At least 10 calendar days prior to closing:
 - Title vendor must submit the complete preliminary title package and any title defects must be resolved
 - Borrower must send their homeowners insurance binder (proof of insurance) to Knock
 - Borrower must lock interest rate
- At least 7 calendar days prior to closing:
 - The appraisal report (if applicable) must be received from the appraisal management company. If a rush is required to meet this timeline, Knock will cover the rush fee, up to \$350, that results in a charge to a borrower over \$695.
- At least 3 business days prior to closing:
 - The borrower(s) must acknowledge receipt of their Initial Closing Disclosure by signing the document.

The following are not eligible for the Closing Guarantee:

- Jumbo loans, VA loans, short sales, bank-owned properties, homes under construction that do not have a certificate of occupancy at the time of contract execution, properties that require appraisal reinspection, and/or homes with clouds on title do not qualify.



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FAQs:

Why all of these terms and timelines?

The loan approval and closing process is complicated and requires cooperation from and coordination between various parties and vendors. Sometimes, appraisals are delayed, title companies are running behind, or borrowers change loan terms requiring a new underwrite. Knock will do everything in our power to close your loan quickly, but when unexpected circumstances like the examples listed above arise, are unable to guarantee an on time closing.

What if my appraisal doesn't come back on time?

Knock is your partner in getting your loan to closing. We will order your appraisal with a 2 week requested return window. If the appraisal management company says the only way to accomplish this is to order a rush, Knock will cover up to \$350 in rush fees. If the due date is not possible or the appraiser turns the report in late and closing is delayed, the closing guarantee is not valid.

What if I am under contract prior to getting pre-approved with Knock?

Congratulations on your contract! Unfortunately in these cases we are unable to offer the closing guarantee, as we have no prior information on your loan qualifications. Only buyers who were pre-approved with Knock prior to going under contract will qualify.

What are the closing date requirements?

The closing date set forth in the executed purchase contract must be at least 30 calendar days from the binding date of the contract, and if this date changes, the guarantee is void.

What if I apply for the Home Swap, but later decide to change the loan to a regular conventional loan?

This is completely OK to do but will likely make you ineligible for the guarantee, as this is a change in loan terms and program that could lead to delayed underwriting timelines.

Am I not allowed to dispute a low appraisal?

You absolutely can! However, because dispute timelines are uncertain and unpredictable, this will cause you to not be eligible for the closing guarantee.

What if there is a title defect? What are title defects?

Title defects are issues with the title of the home you are buying. For example, there may be a tax lien or judgments against the house that need to be resolved prior to closing. If there are title defects that are not resolved at least 10 days prior to closing, the loan will no longer be eligible for the guarantee.