



2021 was all about connectivity. It was a year marked by change and demonstrated the importance of community. We kicked off the year by welcoming the Adeptive team into the Qualia family and adding the Resware product line to the Qualia suite of products. We spent the next 12 months investing in our customers and strategic partners. This has been Qualia's focus since the beginning—to empower the industry to move forward together as we innovate side-by-side. As we reflect on 2021, here are some highlights of what we accomplished together.

We listened closely to our community and added thousands of new powerful features and integrations

1,500+

New features and upgrades
released across Qualia's suite of products including Connect, Marketplace, Core, and Resware.

60+

Powerful technology integrations deployed to connect Core and Resware users seamlessly with business-critical partners.

850+

New vendors and notaries added to Qualia Marketplace including DataTrace, Municipal Data Services, SearchCONNECT, and Charles Jones. Marketplace notaries and vendors now total more than 2,450.

Scale

We launched the Qualia Scale program designed for PropTech companies to attach title & escrow services to their offering and deliver an end-to-end homebuying experience.

Qualia-powered companies met the challenges of shifting client needs to significantly improve the closing experience

Tens of Thousands

of new users successfully onboarded onto Qualia

1,000,000+

closings took place on the Qualia Platform across more than 92% of U.S. counties

4 days

decrease in closing timeline

Marketplace users reduced turn times
Marketplace users report that they are able to **reduce closing timelines by an average of four days with Marketplace**. Efficiencies like these along with reliable Marketplace vendors helped LemonBrew expand from 3 states to 33 states in just two years.

-70%

decrease in CD processing time

Connect users processed orders more efficiently
Title companies took on record volume in 2021 and Connect users managed the influx well with the majority reportedly handling 30% or higher order volume with the same size staff. National Title Solutions, for example, **leveraged Connect to more efficiently collect client information, helping the team enhance client experience and decrease CD processing time by over 70%.**

days → hours

customer inquiry response time

Connect users leveled up client experiences
Responsiveness is a cornerstone of excellent customer service. Connect users exceeded client expectations in 2021, **with 82% reportedly reducing the time it took to respond to a customer inquiry from a few days down to just hours.**

*** Source: Q4 Qualia User Performance Survey

Expanded training and onboarding programs kept our growing community of users ahead of the curve

25,700+

hours of training completed
that advanced the technical skills and professional development of thousands of industry professionals

200+

new courses and articles added
to Qualia University and Knowledge Base designed to keep our community consistently educated on best practices

After a year apart, we found new ways to connect to advance the future of homeownership

January	March	April	May
 Inman hosts Qualia on a panel discussion about digital advancement at Inman Connect.	 Qualia hosts its 2nd annual Future of Real Estate Summit and hosts events to benefit the ALTA Good Deeds Foundation.	 The MBA hosts its Spring Conference & Expo where Qualia shares mortgage tech insights.	 RON adoption continues. Qualia speaks alongside Qualia Core users about eClosings at RON Spring Summit.
July	September	October	December
 A Stanford professor who studies the science of organizational change leads a Qualia-hosted event about scaling innovation.	 NS3 comes back in person where our team is honored with the October Research Innovation Award.	 CB Insights recognizes Qualia with the FinTech 250 award and invites our CEO to speak at its Future of FinTech event.	 Qualia employees come together and give back to local communities across all 3 Qualia offices.

Check out **Qualia Insight** to get additional product and event updates, and to see how our customers are impacting their communities.

The road ahead

Tomorrow's path to homeownership is a fully connected one. In the year ahead Qualia will continue to invest in our full suite of products to support companies of all shapes and sizes as they work with their partners to orchestrate real estate transactions. We look forward to collaborating with our community of users and strategic partners to make homebuying a simple, secure, enjoyable experience.

