

# Mortgage Lender Sentiment Survey Questionnaire Quarterly Tracking Study – Q3 2021

/\* DISPLAY \*/ Welcome to the *Mortgage Lender Sentiment Survey*®, a quarterly survey conducted by Fannie Mae among senior mortgage executives like you. We need your help to gather your views and experience with the mortgage market. Your participation is critical to ensure that results portray a representative view of key mortgage industry indicators. We hope this research will provide intelligence to help you manage your business practices.

The information you provide in this survey will be kept confidential. All results will be reported in the aggregate, and responses will not be linked to any individual person or company.

Thank you for taking part in this survey, your participation is greatly appreciated.

#### **NHS Questions**

/\* DISPLAY \*/ This first series of questions asks about the overall economy and mortgage lending industry, nationwide. We're specifically interested in your opinion as a senior mortgage executive.

I\* Q1 \*/ In general, do you, as a senior mortgage executive, think the U.S. economy overall is on the right track or the wrong track?

- 1) Right track
- 2) Wrong track
- 3) Don't know

/\* Q1A \*/ Do you think it is very difficult, somewhat difficult, somewhat easy, or very easy for consumers to get a home mortgage today?

- 1) Very difficult
- 2) Somewhat difficult
- 3) Somewhat easy
- 4) Very easy
- 5) Don't know

/\* Q2 \*/ Nationally, during the next 12 months, do you, as a senior mortgage executive, think home prices in general will go up, go down, or stay the same as where they are now?

- Go up
- 2) Go down
- 3) Stay the same
- 4) Don't know

/\* Q4a \*/ ## IF Q2=C1 ## By about what percent do you, as a senior mortgage executive, think home prices
nationally will go up on average over the next 12 months? /\* OPEN END NUMERIC (0 TO 100) \*/

/\* Q5a \*/ ## IF Q2=C2 ## By about what percent do you, as a senior mortgage executive, think home prices nationally will go down on average over the next 12 months? /\* OPEN END NUMERIC (0 TO 100) \*/



### **Consumer Demand**

/\* DISPLAY \*/ This section is about consumer demand for single-family mortgages. We will be asking you these questions across three market categories, GSE Eligible, Non-GSE Eligible, and Government. We will also be asking these questions separately by <u>purchase</u> market and <u>refinance</u> market.

/\* DISPLAY \*/ Now, let's focus on the consumer demand for single-family <u>purchase</u> mortgages your firm has experienced over the <u>past three months</u>.

/\* **METRIC A** \*/ Over the <u>past three months</u>, apart from normal seasonal variation, did your firm's consumer demand for single-family <u>purchase</u> mortgages go up, go down, or stay the same?

Hover over the terms "GSE Eligible," "Non-GSE Eligible," and "Government" in the table below to see the definitions.

### Consumer Demand for Purchase Mortgages for the Past 3 Months

- 1) Went up significantly
- 2) Went up somewhat
- 3) Stayed the same
- 4) Went down somewhat
- 5) Went down significantly
- 6) Not applicable

#### /\* REPEAT CODES \*/

- /\* Q6a \*/ Purchase [\* GSE Eligible \*] [- GSE Eligible Mortgages are defined as mortgages meeting the underwriting guidelines, including loan limit amounts, of the Government-Sponsored Enterprises (GSEs) (Fannie Mae and Freddie Mac). Exclude Government loans from this category. -]
- /\* Q6b \*/ Purchase [\* Non-GSE Eligible \*] [- Non-GSE Eligible Mortgages are defined as mortgages that do not meet the GSE guidelines for purchase. These loans typically require larger down payments and may carry higher interest rates than GSE loans. Exclude Government loans from this category. -]
- /\* Q6c \*/ Purchase [\* Government \*] [- Government Mortgages primarily include Federal Housing Administration (FHA) and the Department of Veterans Affairs (VA) insured loans but also includes other programs such as Rural Housing Guaranteed and Direct loans. -]

### /\* END SERIES \*/

/\* Q7 \*/ ## IF (Q6a=c1, c2, c4, c5) OR (Q6b= c1, c2, c4, c5) OR (Q6c= c1, c2, c4, c5) ## What do you think drove the change in your firm's consumer demand for single family <u>purchase</u> mortgages over the past three months? Please be as specific as possible. (Optional) /\* OPEN END 1 BOXES 0 REQ \*/



# /\* METRIC A \*/ Now, let's focus on the <u>purchase</u> mortgages over the <u>next three months</u>.

Over the <u>next three months</u>, apart from normal seasonal variation, do you expect your firm's consumer demand for single-family <u>purchase</u> mortgages to go up, go down, or stay the same?

# **Consumer Demand for Purchase Mortgages for the Next 3 Months**

- 1) Go up significantly
- 2) Go up somewhat
- 3) Stay the same
- 4) Go down somewhat
- 5) Go down significantly
- 6) Not applicable

### /\* REPEAT CODES \*/

- /\* Q14a \*/ Purchase [\* GSE Eligible \*] [- GSE Eligible Mortgages are defined as mortgages meeting the underwriting guidelines, including loan limit amounts, of the Government-Sponsored Enterprises (GSEs) (Fannie Mae and Freddie Mac). Exclude Government loans from this category. -]
- /\* Q14b \*/ Purchase [\* Non-GSE Eligible \*] [- Non-GSE Eligible Mortgages are defined as mortgages that do not meet the GSE guidelines for purchase. These loans typically require larger down payments and may carry higher interest rates than GSE loans. Exclude Government loans from this category. -]
- /\* Q14c \*/ Purchase [\* Government \*] [- Government Mortgages primarily include Federal Housing Administration (FHA) and the Department of Veterans Affairs (VA) insured loans but also includes other programs such as Rural Housing Guaranteed and Direct loans. -]

#### /\* END SERIES \*/

- /\* METRIC A \*/ ## IF Q14a=C1, C2 ## You mentioned that you expect your firm's consumer demand for GSE eligible loans will go up over the next three months. Which of the following housing marketplace factors do you think will drive the demand to go up? Please select up to two of the most important reasons and rank them in order of importance. /\* RANDOM ROTATE CHOICES \*/
  - 1) Home prices are low
  - 2) Mortgage rates are favorable
  - 3) There are many homes available on the market
  - 4) It is easy to qualify for a mortgage
  - 5) Economic conditions (e.g., employment) overall are favorable
  - 6) Other /\* SPECIFY \*/ /\* DO NOT ROTATE \*/

# /\* REPEAT CODES \*/

/\* **Q46a** \*/ 1 - Most important

/\* Q46b \*/ 2 - Second most important



/\* METRIC A \*/ ## IF Q14a=C4, C5 ## You mentioned that you expect your firm's consumer demand for <u>GSE</u> eligible loans will go down over the next three months. Which of the following housing marketplace factors do you think will drive the demand down? Please select up to two of the most important reasons and rank them in order of importance. /\* RANDOM ROTATE CHOICES \*/

- 1) Home prices are high
- 2) Mortgage rates are not favorable
- 3) There are not many homes available on the market
- 4) It is difficult to qualify for a mortgage
- 5) Economic conditions (e.g., employment) overall are not favorable
- 6) Other /\* SPECIFY \*/ /\* DO NOT ROTATE \*/

#### /\* REPEAT CODES \*/

/\* Q47a \*/ 1 - Most important
/\* Q47b \*/ 2 - Second most important

#### /\* END SERIES \*/

/\* METRIC A \*/ ## IF Q14b=C1, C2 ## You mentioned that you expect your firm's consumer demand for Non-GSE eligible loans will go up over the next three months. Which of the following housing marketplace factors do you think will drive the demand to go up? Please select up to two of the most important reasons and rank them in order of importance. /\* RANDOM ROTATE CHOICES \*/

- 1) Home prices are low
- 2) Mortgage rates are favorable
- 3) There are many homes available on the market
- 4) It is easy to qualify for a mortgage
- 5) Economic conditions (e.g., employment) overall are favorable
- 6) Other /\* SPECIFY \*/ /\* DO NOT ROTATE \*/

# /\* REPEAT CODES \*/

/\* **Q49a** \*/ 1 - Most important

/\* Q49b \*/ 2 - Second most important



/\* METRIC A \*/ ## IF Q14b=C4, C5 ## You mentioned that you expect your firm's consumer demand for Non-GSE eligible loans will go down over the next three months. Which of the following housing marketplace factors do you think will drive the demand down? Please select up to two of the most important reasons and rank them in order of importance. /\* RANDOM ROTATE CHOICES \*/

- 1) Home prices are high
- 2) Mortgage rates are not favorable
- 3) There are not many homes available on the market
- 4) It is difficult to qualify for a mortgage
- 5) Economic conditions (e.g., employment) overall are not favorable
- 6) Other /\* SPECIFY \*/ /\* DO NOT ROTATE \*/

#### /\* REPEAT CODES \*/

/\* Q50a \*/ 1 - Most important
/\* Q50b \*/ 2 - Second most important

#### /\* END SERIES \*/

/\* METRIC A \*/ ## IF Q14c=C1, C2 ## You mentioned that you expect your firm's consumer demand for government loans will go up over the next three months. Which of the following housing marketplace factors do you think will drive the demand to go up? Please select up to two of the most important reasons and rank them in order of importance. /\* RANDOM ROTATE CHOICES \*/

- 1) Home prices are low
- 2) Mortgage rates are favorable
- 3) There are many homes available on the market
- 4) It is easy to qualify for a mortgage
- 5) Economic conditions (e.g., employment) overall are favorable
- 6) Other /\* SPECIFY \*/ /\* DO NOT ROTATE \*/

# /\* REPEAT CODES \*/

/\* Q51a \*/ 1 - Most important

/\* Q51b \*/ 2 - Second most important



/\* METRIC A \*/ ## IF Q14c=C4, C5 ## You mentioned that you expect your firm's consumer demand for government loans will go down over the next three months. Which of the following housing marketplace factors do you think will drive the demand down? Please select up to two of the most important reasons and rank them in order of importance. /\* RANDOM ROTATE CHOICES \*/

- 1) Home prices are high
- 2) Mortgage rates are not favorable
- 3) There are not many homes available on the market
- 4) It is difficult to qualify for a mortgage
- 5) Economic conditions (e.g., employment) overall are not favorable
- 6) Other /\* SPECIFY \*/ /\* DO NOT ROTATE \*/

#### /\* REPEAT CODES \*/

/\* **Q52a** \*/ 1 - Most important

/\* Q52b \*/ 2 - Second most important

#### /\* END SERIES \*/

/\* DISPLAY \*/ The next section is about consumer demand for refinance mortgages. Similarly, we will be asking these questions across three market categories, GSE Eligible, Non-GSE Eligible, and Government.

/\* DISPLAY \*/ Now, let's focus on the consumer demand for single-family <u>refinance</u> mortgages your firm has experienced over the <u>past three months</u>.

/\* **METRIC A** \*/ Over the <u>past three months</u>, apart from normal seasonal variation, did your firm's consumer demand for single-family <u>refinance</u> mortgages go up, go down, or stay the same?

# **Consumer Demand for Refinance Mortgages for the Past 3 Months**

- 1) Went up significantly
- 2) Went up somewhat
- 3) Stayed the same
- 4) Went down somewhat
- 5) Went down significantly
- 6) Not applicable

#### /\* REPEAT CODES \*/

- /\* Q10a \*/ Refinance [\* GSE Eligible \*] [- GSE Eligible Mortgages are defined as mortgages meeting the underwriting guidelines, including loan limit amounts, of the Government-Sponsored Enterprises (GSEs) (Fannie Mae and Freddie Mac). Exclude Government loans from this category. -]
- /\* Q10b \*/ Refinance [\* Non-GSE Eligible \*] [- Non-GSE Eligible Mortgages are defined as mortgages that do not meet the GSE guidelines for purchase. These loans typically require larger down payments and may carry higher interest rates than GSE loans. Exclude Government loans from this category. -]



/\* Q10c \*/ Refinance - [\* Government \*] [- Government Mortgages primarily include Federal Housing Administration (FHA) and the Department of Veterans Affairs (VA) insured loans but also includes other programs such as Rural Housing Guaranteed and Direct loans. -]

/\* END SERIES \*/

/\* DISPLAY \*/ Now, let's focus on the refinance mortgages over the next three months.

/\* **METRIC A** \*/ Over the <u>next three months</u>, apart from normal seasonal variation, do you expect your firm's consumer demand for single-family refinance mortgages to go up, go down, or stay the same?

# **Consumer Demand for Refinance Mortgages for the Next 3 Months**

- 1) Go up significantly
- 2) Go up somewhat
- 3) Stay the same
- 4) Go down somewhat
- 5) Go down significantly
- 6) Not applicable

### /\* REPEAT CODES \*/

- /\* Q18a \*/ Refinance [\* GSE Eligible \*] [- GSE Eligible Mortgages are defined as mortgages meeting the underwriting guidelines, including loan limit amounts, of the Government-Sponsored Enterprises (GSEs) (Fannie Mae and Freddie Mac). Exclude Government loans from this category. -]
- /\* Q18b \*/ Refinance [\* Non-GSE Eligible \*] [- Non-GSE Eligible Mortgages are defined as mortgages that do not meet the GSE guidelines for purchase. These loans typically require larger down payments and may carry higher interest rates than GSE loans. Exclude Government loans from this category. -]
- /\* Q18c \*/ Refinance [\* Government \*] [- Government Mortgages primarily include Federal Housing Administration (FHA) and the Department of Veterans Affairs (VA) insured loans but also includes other programs such as Rural Housing Guaranteed and Direct loans. -]

/\* END SERIES \*/

### **Profit Margin**

/\* DISPLAY \*/ Now you will see some questions regarding your firm's profit margin outlook.

- I\* Q22 \*/ Over the next three months, how much do you expect your firm's profit margin to change for its single-family mortgage production?
  - 1) Increase significantly (25+ basis points)
  - 2) Increase somewhat (5 25 basis points)
  - 3) Remain about the same (0 5 basis points)
  - 4) Decrease somewhat (5 25 basis points)
  - 5) Decrease significantly (25+ basis points)
  - 6) Not sure/Prefer not to answer/Not applicable



/\* METRIC A \*/ ## IF Q22=4,5 ## What do you think will drive the decrease in your firm's profit margin over the next three months? Please select the two most important reasons and rank them in order of importance. /\* RANDOM ROTATE CHOICES \*/

- 1) Consumer demand
- 2) Competition from other lenders
- 3) Government monetary or fiscal policy
- 4) Government regulatory compliance
- 5) GSE pricing and policies
- 6) Non-GSE (other investors) pricing and policies
- 7) Operational efficiency (i.e. technology)
- 8) Staffing (personnel costs)
- 9) Marketing expenses
- 10) Servicing costs
- 11) Market trend changes (i.e. shift from refinance to purchase)
- 12) Other /\* SPECIFY \*/ /\* DO NOT ROTATE \*/

### /\* REPEAT CODES \*/

/\* **Q24a** \*/ 1 - Most important

/\* Q24b \*/ 2 - Second most important

/\* END SERIES \*/

/\* METRIC A \*/ ## IF Q22=1,2 ## What do you think will drive the increase in your firm's profit margin over the next three months? Please select the two most important reasons and rank them in order of importance. /\*
RANDOM ROTATE CHOICES \*/

- 1) Consumer demand
- 2) Less competition from other lenders
- 3) Government monetary or fiscal policy
- 4) Government regulatory compliance
- 5) GSE pricing and policies
- 6) Non-GSE (other investors) pricing and policies
- 7) Operational efficiency (i.e. technology)
- 8) Staffing (personnel costs) reduction
- 9) Marketing expense reduction
- 10) Servicing cost reduction
- 11) Market trend changes (i.e. shift from refinance to purchase)
- 12) Other /\* SPECIFY \*/ /\* DO NOT ROTATE \*/

#### /\* REPEAT CODES \*/

/\* **Q26a** \*/ 1 - Most important

/\* Q26b \*/ 2 - Second most important

/\* END SERIES \*/

/\* Q53a \*/ ## IF Q24a=c11 OR Q24b=c11 ## You mentioned earlier that "market trend changes" is an important factor for your firm's profit margin to decrease. What market trend changes are you seeing? Please share details with us. (Optional) /\* OPEN END 1 BOXES 0 REQ \*/



/\* Q53b \*/ ## Q26a=c11 OR Q26b=c11 ## You mentioned earlier that "market trend changes" is an important factor for your firm's profit margin to increase. What market trend changes are you seeing? Please share details with us. (Optional) /\* OPEN END 1 BOXES 0 REQ \*/

/\* Q53c \*/ ## IF Q24a=c5 OR Q24b=c5 ## You mentioned earlier that "GSE pricing and policies" is an important factor for your firm's profit margin to decrease. How are you seeing it affect profit margin? Please share details with us. (Optional) /\* OPEN END 1 BOXES 0 REQ \*/

/\* Q53d \*/ ## Q26a=c5 OR Q26b=c5 ## You mentioned earlier that "GSE pricing and policies" is an important factor for your firm's profit margin to increase. How are you seeing it affect profit margin? Please share details with us. (Optional) /\* OPEN END 1 BOXES 0 REQ \*/

### **Credit Standards**

/\* DISPLAY \*/ This section is about your firm's credit standards for approving applications from individuals for mortgage loans.

/\* METRIC A \*/ Now, let's focus on the past three months.

Over the <u>past three months</u>, how did your firm's credit standards for approving consumer applications for mortgage loans change (across both purchase mortgages and refinance mortgages)? Please answer for GSE Eligible mortgages, Non-GSE Eligible mortgages, and Government mortgages.

### **Credit Standards over the Past 3 Months**

- 1) Eased considerably
- 2) Eased somewhat
- 3) Remained basically unchanged
- 4) Tightened somewhat
- 5) Tightened considerably
- 6) Not applicable

#### /\* REPEAT CODES \*/

- /\* Q27a \*/ [\* GSE Eligible \*] [- GSE Eligible Mortgages are defined as mortgages meeting the underwriting guidelines, including loan limit amounts, of the Government-Sponsored Enterprises (GSEs) (Fannie Mae and Freddie Mac). Exclude Government loans from this category. -]
- /\* Q27b \*/ [\* Non-GSE Eligible \*] [- Non-GSE Eligible Mortgages are defined as mortgages that do not meet the GSE guidelines for purchase. These loans typically require larger down payments and may carry higher interest rates than GSE loans. Exclude Government loans from this category. -]
- /\* Q27c \*/ [\* Government \*] [- Government Mortgages primarily include Federal Housing Administration (FHA) and the Department of Veterans Affairs (VA) insured loans but also includes other programs such as Rural Housing Guaranteed and Direct loans. -]



/\* Q28 \*/ ## IF ANY (Q27a, Q27b, Q27c) = c1,c2,c4,c5 ## What do you think drove the change in your firm's credit standards for approving consumer applications for purchase and refinance mortgage loans over the last three months? Please be as specific as possible. (Optional) /\* OPEN END 1 BOXES 0 REQ \*/

/\* DISPLAY \*/ Now let's focus on the next three months.

/\* **METRIC A** \*/ Over the <u>next three months</u>, how do you expect your firm's credit standards for approving applications from individuals for mortgage loans to change (across purchase mortgages and refinance mortgages)?

# **Credit Standards over the Next 3 Months**

- 1) Ease considerably
- 2) Ease somewhat
- 3) Remain basically unchanged
- 4) Tighten somewhat
- 5) Tighten considerably
- 6) Not applicable

#### /\* REPEAT CODES \*/

- /\* Q31a \*/ [\* GSE Eligible \*] [- GSE Eligible Mortgages are defined as mortgages meeting the underwriting guidelines, including loan limit amounts, of the Government-Sponsored Enterprises (GSEs) (Fannie Mae and Freddie Mac). Exclude Government loans from this category. -]
- /\* Q31b \*/ [\* Non-GSE Eligible \*] [- Non-GSE Eligible Mortgages are defined as mortgages that do not meet the GSE guidelines for purchase. These loans typically require larger down payments and may carry higher interest rates than GSE loans. Exclude Government loans from this category. -]
- /\* Q31c \*/ [\* Government \*] [- Government Mortgages primarily include Federal Housing Administration (FHA) and the Department of Veterans Affairs (VA) insured loans but also includes other programs such as Rural Housing Guaranteed and Direct loans. -]

#### /\* END SERIES \*/

/\* Q32 \*/ ## IF ANY (Q31a, Q31b, Q31c) = c1,c2,c4,c5 ## What do you think will drive the change in your firm's credit standards for approving consumer applications for purchase and refinance mortgage loans over the next three months? Please be as specific as possible. (Optional) /\* OPEN END 1 BOXES 0 REQ \*/



# **Rotating Questions – Closing Homeownership Gaps**

/\* QR443 \*/ Does your firm directly interact with borrowers/consumers on mortgage inquiry, loan application, or underwriting?

- 1) Yes
- 2) No

/\* DISPLAY \*/ Attaining homeownership has historically been and continues to be a greater challenge for minority and low- and moderate-income consumers. In the next section, we would like to gather your views and experiences around the efforts to help close homeownership gaps in the U.S.

/\* QR453 \*/ ## IF QR443=1 (Interacts) ## Listed below are some possible reasons for homeownership gaps. Which do you think is the <u>primary</u> reason? Please choose one answer. /\* RANDOM ROTATE CHOICES \*/

- 1) Consumer income gaps
- 2) Unfavorable interest rates
- 3) Accelerated home price appreciation
- 4) Consumer credit worthiness gaps
- 5) Inflexible credit underwriting standards
- 6) Insufficient supply of affordable homes
- 7) Lack of mortgage products tailored to first-time homebuyers or low- and moderate-income families
- 8) Generational wealth gaps
- 9) Lack of knowledge/education about the homebuying process
- 10) Appraisal bias
- 11) Closing cost differences
- 12) Other /\* SPECIFY \*/ /\* DO NOT ROTATE \*/
- 13) Don't know/No opinion /\* DO NOT ROTATE \*/

/\* QR454 \*/ ## IF QR443=1 (Interacts) ## Overall, how capable do you think the housing industry is of addressing the challenge of homeownership gaps? /\* RANDOMLY REVERSE CHOICES \*/

- 1) Very capable
- 2) Somewhat capable
- 3) Not very capable
- 4) Not at all capable

/\* QR455 \*/ ## IF QR443=1 (Interacts) ## Why do you think the housing industry is ## INSERT QR455 CHOICE ## of addressing the challenge of homeownership gaps? Please provide specific examples of capabilities you think the industry ## IF QR454=1-2 (Capable) INSERT "has." ## IF QR454=3-4 (Not Capable) INSERT "lacks." ## (Optional) /\* OPEN END 1 BOXES 0 REQ \*/

/\* QR456 \*/ ## IF QR443=1 (Interacts) ## In your view, which player has the highest potential of addressing the homeownership gaps issue? /\* RANDOM ROTATE CHOICES \*/

- 1) The federal government
- 2) State and/or local governments
- 3) Local non-profit housing assistance organizations



- 4) Secondary-market participants like GSEs
- 5) Mortgage lending institutions (e.g., depository institutions and mortgage banks)
- 6) Real estate agents
- 7) Employers
- 8) Home builders
- 9) Other /\* SPECIFY \*/ /\* DO NOT ROTATE \*/

/\* QR457 \*/ ## IF QR443=1 (Interacts) ## For this year, is "closing homeownership gaps" (increasing minority or low- and moderate-income consumer market share) a corporate goal for your organization? We appreciate your honest feedback, and the results of this survey will only be reported in the aggregate and not attributed to you or your organization.

- 1) Yes
- 2) No
- 3) Not sure/Don't know /\* DO NOT ROTATE \*/

#### /\* START PAGE \*/

/\* METRIC A \*/ ## IF QR443=1 (Interacts) ## Below is a list of possible programs or ways to help close homeownership gaps. In your view, what would be the two most effective ones for the housing industry to focus on? Please select up to two and rank them in order of effectiveness. /\* RANDOM ROTATE CHOICES \*/

- 1. Consumer homeownership education programs prior to home purchase
- 2. Down payment assistance programs
- 3. Low down payment (e.g., 3%) mortgage products
- 4. Homeownership advisory/counseling programs (post home purchase)
- 5. Credit-building education programs prior to home purchase
- 6. Personal finance literacy programs (e.g., budgeting)
- 7. Including alternative criteria like utilities or rent payments for mortgage qualification
- 8. Introducing standardized property valuation methods

/\* GRID \*/

/\* QR458a \*/ Most Effective /\* QR458b \*/ Second Most Effective

/\* END GRID \*/

/\* QR459 \*/ ## IF QR443=1 (Interacts) ## Are there other ideas you have that might be able to help address the challenge of homeownership gaps? Please share your thoughts with us. (Optional) /\* OPEN END 1 BOXES 0 REQ \*/

/\* END PAGE \*/

### /\* START PAGE \*/

/\* METRIC A \*/ ## IF QR443=1 (Interacts) ## Below are some ideas to help close homeownership gaps. For each idea, please indicate its current status at your organization. Please choose one answer for each row. We



appreciate your honest feedback, and the results of this survey will only be reported in the aggregate and not attributed to you or your organization. /\* RANDOM ROTATE CHOICES \*/

- 1) We have not considered this yet
- 2) We are currently considering this
- 3) We are doing this with less formalized efforts
- 4) We are doing this with a formalized program
- 5) Don't know/Not sure /\* DO NOT ROTATE \*/

#### /\* GRID \*/

- /\* QR460a \*/ Promoting pre-purchase homeownership education or credit-building programs
- /\* QR460b \*/ Promoting low down payment mortgages
- /\* QR460c \*/ Lowering upfront mortgage costs such as offering a \$5K incentive to offset closing costs
- /\* QR460d \*/ Monitoring biases in underwriting or property valuation
- /\* QR460e \*/ Increasing share of business from underserved consumer segments
- /\* QR460f \*/ Increasing marketing or outreach efforts to underserved consumer segments

#### /\* END GRID \*/

/\* QR461 \*/ ## IF QR443=1 (Interacts) ## Are there activities, not listed here, that your organization is pursuing to help address the challenge of homeownership gaps? Please share your experience with us. (Optional) /\* OPEN END 1 BOXES 0 REQ \*/

#### /\* END PAGE \*/

/\* Q43 \*/ This is the last question. Are there other topics that you think would be interesting or useful to be included in the future quarterly survey among senior mortgage executives like yourself? (Optional) /\* OPEN END 1 BOXES 0 REQ \*/

/\* **DISPLAY** \*/ This now completes the survey. We really appreciate you taking the time to contribute to this important industry research.

You can find the previous quarters' results as well as special topic analyses on the <u>Mortgage Lender Sentiment Survey®</u> page on FannieMae.com.

Please note that responses to the survey questions will be aggregated and analyzed solely to identify important topics, trends, and issues surrounding the mortgage industry. Fannie Mae will not publish respondent names or affiliated institutions.

At this point, you may close your browser window or <u>click below</u> to enter your email address if you would like to receive a copy of this quarter's Mortgage Lender Sentiment Survey® report when it's released. To ensure that your survey responses remain anonymous, after clicking on the link you will be directed to a separate website to enter your email address.