

***PLEASE TELL US ABOUT YOUR RECENT  
RESIDENTIAL MORTGAGE OR REFINANCE EXPERIENCE***

***A nationwide survey of mortgage borrowers  
throughout the United States***

Over the last few years the U.S. economy has gone through some dramatic changes. Learning directly from borrowers about their experiences will help us improve lending practices and the mortgage process for future borrowers.



This research study is sponsored by two Federal agencies working together on behalf of consumers.

The Federal Housing Finance Agency oversees Fannie Mae and Freddie Mac to ensure the safety of the U.S. housing finance system; and

The Consumer Financial Protection Bureau works to ensure that all consumers have access to markets for consumer financial products and services and that these markets are fair, transparent, and competitive.

**TO TAKE THE SURVEY ONLINE**

***Esta encuesta está disponible en español en línea***

**1**

**GO TO [www.NSMBsurvey.com](http://www.NSMBsurvey.com)**

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**2**

**LOG IN with your unique survey PIN # found in the accompanying letter**

*Inicie la sesión con su número PIN único en la encuesta que se encuentra en la carta adjunta.*

**Online responses are processed more quickly, so taking the survey online makes it less likely you will receive follow-up reminders to complete the survey.**

*Respuestas en línea son procesadas más rápido, por lo que tomar la encuesta en línea hace que sea menos probable que usted reciba recordatorios de seguimiento para completar la encuesta.*

We are interested in learning about your experience purchasing or refinancing either a personal home or a home for someone else, including rental property.

We look forward to hearing from you.

**Privacy Act Notice:** In accordance with the Privacy Act, as amended (5 U.S.C. § 552a), the following notice is provided. The information requested on this Survey is collected pursuant to 12 U.S.C. 4544 for the purposes of gathering information for the National Mortgage Database. Routine uses which may be made of the collected information can be found in the Federal Housing Finance Agency's System of Records Notice (SORN) FHFA-21 National Mortgage Database. Providing the requested information is voluntary. Submission of the survey authorizes FHFA to collect the information provided and to disclose it as set forth in the referenced SORN.

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OMB No. 2590-0012  
Expires 12/31/2016

Thank you for helping us to learn more about your experience in getting or refinancing a mortgage.

**1. Within the past 18 months or so, did you take out or co-sign for a mortgage loan including any refinancing of an existing mortgage?**

Yes → If you took out or co-signed for more than one mortgage during this time, please refer to your experience with the **most recent refinancing or new mortgage**.

No → Please return the blank questionnaire so we know the survey does not apply to you. The money enclosed is yours to keep.

**2. Did we mail this survey to the address of the house or property you financed with this mortgage?**

Yes  No

**3. Including you, how many people signed or co-signed for this mortgage?**

1  2  3  4 or more

If this loan was co-signed by others, take into account all co-signers as best you can when answering the rest of the survey. Otherwise, it is your own situation that we want to know about.

**4. When you began the process of getting this mortgage, how familiar were you (and any co-signers) with each of the following?**

|  | Very                     | Somewhat                 | Not At All               |
|--|--------------------------|--------------------------|--------------------------|
| The mortgage interest rates available at that time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The different types of mortgages available         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The mortgage process                               | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The down payment needed to qualify for a mortgage  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The income needed to qualify for a mortgage        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Your credit history or credit score                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The money needed at closing                        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**5. When you began the process of getting this mortgage, how concerned were you about qualifying for a mortgage?**

Very  Somewhat  Not at all

**6. How firm an idea did you (and any co-signers) have about the mortgage you wanted?**

Firm idea  Some idea  Little idea

**7. How much did you use each of the following sources to get information about mortgages or mortgage lenders?**

|   | A Lot                    | A Little                 | Not At All               |
|---|--------------------------|--------------------------|--------------------------|
| Your lender or broker                                   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other lenders or brokers                                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Real estate agents or builders                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Material in the mail                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Websites that provide information on getting a mortgage | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Newspaper/TV/Radio                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Friends/relatives/co-workers                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bankers or financial planners                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Housing counselors                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (specify)   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| <input type="text"/>                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**8. Which of the following best describes your shopping process?**

- I picked the loan type first, and then I picked the lender/broker
- I picked the lender/broker first, and then I picked the loan type

**9. How did you apply for this mortgage? Mark one answer.**

- Directly to a lender, such as a bank or credit union
- Through a mortgage broker (someone who works with two or more lenders to get a loan)
- Other (specify)

**10. How many different lenders/brokers did you seriously consider before choosing where to apply for this mortgage?**

1  2  3  4  5 or more



**11. How many different lenders/brokers did you end up applying to?**

1     2     3     4     5 or more

**12. Did you apply to more than one lender/broker for any of the following reasons?**

|  | Yes                      | No                       |
|--|--------------------------|--------------------------|
| Searching for better loan terms                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Concern over qualifying for a loan                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Information learned from the "Good Faith Estimate" | <input type="checkbox"/> | <input type="checkbox"/> |
| Turned down on earlier application                 | <input type="checkbox"/> | <input type="checkbox"/> |

**13. How important were each of the following in choosing the lender/broker you used for the mortgage you took out?**

|  | Important                | Not Important            |
|--|--------------------------|--------------------------|
| Having an established banking relationship           | <input type="checkbox"/> | <input type="checkbox"/> |
| Having a local office or branch nearby               | <input type="checkbox"/> | <input type="checkbox"/> |
| Used previously to get a mortgage                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Lender/broker is a personal friend or relative       | <input type="checkbox"/> | <input type="checkbox"/> |
| Lender/broker operates online                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Recommendation from a friend/relative/co-worker      | <input type="checkbox"/> | <input type="checkbox"/> |
| Recommendation from a real estate agent/home builder | <input type="checkbox"/> | <input type="checkbox"/> |
| Reputation of the lender/broker                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Spoke my primary language, which is not English      | <input type="checkbox"/> | <input type="checkbox"/> |

**14. Who initiated the first contact between you and the lender/broker you used for the mortgage you took out?**

I (or one of my co-signers) did  
 The lender/broker did  
 We were put in contact by a third party (*such as a real estate agent or home builder*)

**15. How open were you to suggestions from your lender/broker about mortgages with different features or terms?**

Very     Somewhat     Not at all

**16. How important were each of the following in determining the mortgage you took out?**

|   | Important                | Not Important            |
|---|--------------------------|--------------------------|
| Lower interest rate                             | <input type="checkbox"/> | <input type="checkbox"/> |
| Lower APR ( <i>Annual Percentage Rate</i> )     | <input type="checkbox"/> | <input type="checkbox"/> |
| Lower closing fees                              | <input type="checkbox"/> | <input type="checkbox"/> |
| Lower down payment                              | <input type="checkbox"/> | <input type="checkbox"/> |
| Lower monthly payment                           | <input type="checkbox"/> | <input type="checkbox"/> |
| An interest rate fixed for the life of the loan | <input type="checkbox"/> | <input type="checkbox"/> |
| A term of 30 years                              | <input type="checkbox"/> | <input type="checkbox"/> |
| No mortgage insurance                           | <input type="checkbox"/> | <input type="checkbox"/> |

**17. Was the "Good Faith Estimate" you received from your lender/broker...**

|                      | Yes                      | No                       |
|----------------------|--------------------------|--------------------------|
| Easy to understand   | <input type="checkbox"/> | <input type="checkbox"/> |
| Valuable information | <input type="checkbox"/> | <input type="checkbox"/> |

**18. Did the "Good Faith Estimate" lead you to...**

|                                       | Yes                      | No                       |
|---------------------------------------|--------------------------|--------------------------|
| Ask questions of your lender/broker   | <input type="checkbox"/> | <input type="checkbox"/> |
| Seek a change in your loan or closing | <input type="checkbox"/> | <input type="checkbox"/> |

**19. In the process of getting this mortgage from your lender/broker, did you...**

|   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| Have to add another co-signer to qualify                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Resolve credit report errors or problems                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Answer follow-up requests for more information about income or assets         | <input type="checkbox"/> | <input type="checkbox"/> |
| Have more than one appraisal  | <input type="checkbox"/> | <input type="checkbox"/> |
| Redo/refile paperwork due to processing delays                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Delay or postpone closing date  | <input type="checkbox"/> | <input type="checkbox"/> |
| Have your "Good Faith Estimate" revised to reflect changes in your loan terms | <input type="checkbox"/> | <input type="checkbox"/> |
| End up with better mortgage terms than you were originally offered            | <input type="checkbox"/> | <input type="checkbox"/> |
| Check other sources to confirm that terms of this mortgage were reasonable    | <input type="checkbox"/> | <input type="checkbox"/> |

**20. Your lender may have given you a "Shopping for your home loan: Settlement cost booklet", did you receive a copy?**

No *Skip to Q22*  
 Yes  
 Don't know



**21. If you received a copy of the Settlement cost booklet, did the booklet lead you to ask additional questions about your mortgage terms?**

Yes  No

**22. During the application process were you told about mortgages with any of the following?**


|  | Yes                      | No                       |
|--|--------------------------|--------------------------|
| An interest rate that is fixed for the life of the loan                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| An interest rate that could change over the life of the loan                               | <input type="checkbox"/> | <input type="checkbox"/> |
| A term of less than 30 years   | <input type="checkbox"/> | <input type="checkbox"/> |
| A higher interest rate in return for lower closing costs                                   | <input type="checkbox"/> | <input type="checkbox"/> |
| A lower interest rate in return for paying higher closing costs ( <i>discount points</i> ) | <input type="checkbox"/> | <input type="checkbox"/> |
| Interest-only monthly payments   | <input type="checkbox"/> | <input type="checkbox"/> |
| An escrow account for taxes and/or homeowner insurance                                     | <input type="checkbox"/> | <input type="checkbox"/> |
| A prepayment penalty ( <i>fee if the mortgage is paid off early</i> )                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Reduced documentation or "easy" approval   | <input type="checkbox"/> | <input type="checkbox"/> |
| An FHA, VA, USDA or Rural Housing loan   | <input type="checkbox"/> | <input type="checkbox"/> |

**23. In selecting your settlement agent did you...**

|   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| Use an agent recommended by the lender/broker | <input type="checkbox"/> | <input type="checkbox"/> |
| Use an agent you had used previously          | <input type="checkbox"/> | <input type="checkbox"/> |
| Shop around                                   | <input type="checkbox"/> | <input type="checkbox"/> |

**24. Did your lender require you to get title insurance on this mortgage?**

No *Skip to Q26*

Yes 

**25. Which best describes how you picked the title insurance?**

- Reissued previous title insurance
- Used title insurance recommended by lender/broker or settlement agent
- Shopped around

**26. Overall, how satisfied are you that the mortgage you got was the one with the...**


|  | Very                     | Somewhat                 | Not At All               |
|--|--------------------------|--------------------------|--------------------------|
| Best terms to fit your needs                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lowest interest rate for which you could qualify | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lowest closing costs                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**27. Overall, how satisfied are you with the...**

|  | Very                     | Somewhat                 | Not At All               |
|--|--------------------------|--------------------------|--------------------------|
| Lender/broker you used                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Application process                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Documentation process required for the loan  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Loan closing process                         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Information in mortgage disclosure documents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Timeliness of mortgage disclosure documents  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Settlement agent                             | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**28. Did you take a course about home-buying or talk to a housing counselor?**

No *Skip to Q32*

Yes 

**29. How was the home-buying course or counseling provided?**

|                       | Yes                      | No                       |
|-----------------------|--------------------------|--------------------------|
| In person, one-on-one | <input type="checkbox"/> | <input type="checkbox"/> |
| In person, in a group | <input type="checkbox"/> | <input type="checkbox"/> |
| Over the phone        | <input type="checkbox"/> | <input type="checkbox"/> |
| Online                | <input type="checkbox"/> | <input type="checkbox"/> |

**30. How many hours was the home-buying course or counseling?**

- Less than 3 hours
- 3 – 6 hours
- 7 – 12 hours
- More than 12 hours

**31. Overall, how helpful was the home-buying course or counseling?**

Very  Somewhat  Not at all



32. What was the primary purpose for this most recent mortgage? If you refinanced an existing mortgage for any reason, please select refinance below. *Mark one answer.*

- Purchase of a property *Continue with Q33*
- Permanent financing on a construction loan
- Refinance or modification of an existing mortgage
- New loan on a mortgage-free property
- Some other purpose (specify)

Skip to Q36

33. When did you do the following, before or after you made an offer on this house or property?

|   | Before                   | After                    | Did Not Do               |
|---|--------------------------|--------------------------|--------------------------|
| Contacted a lender to explore mortgage options        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Got a pre-approval or pre-qualification from a lender | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Decided on the type of loan                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Made a decision on which lender to use                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Submitted an official loan application                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

34. What percent down payment did you make on this property?

- 0%
- Less than 5%
- 5% to less than 10%
- 10% to less than 20%
- 20% or more

35. Did you use any of the following sources of funds to purchase this property?

|  | Used                     | Not Used                 |
|--|--------------------------|--------------------------|
| Proceeds from the sale of another property                             | <input type="checkbox"/> | <input type="checkbox"/> |
| Savings, retirement account, inheritance, or other assets              | <input type="checkbox"/> | <input type="checkbox"/> |
| Assistance or loan from a nonprofit or government agency               | <input type="checkbox"/> | <input type="checkbox"/> |
| A second lien, home equity loan, or home equity line of credit (HELOC) | <input type="checkbox"/> | <input type="checkbox"/> |
| Gift or loan from family or friend                                     | <input type="checkbox"/> | <input type="checkbox"/> |
| Seller contribution  | <input type="checkbox"/> | <input type="checkbox"/> |

Skip to Q40

36. If a refinance, construction loan, or new loan on a mortgage free property, how important were the following in your decision to refinance, modify or obtain a new mortgage?

|                                    | Important                | Not Important            |
|------------------------------------|--------------------------|--------------------------|
| Change to a fixed-rate loan        | <input type="checkbox"/> | <input type="checkbox"/> |
| Get a lower interest rate          | <input type="checkbox"/> | <input type="checkbox"/> |
| Get a lower monthly payment        | <input type="checkbox"/> | <input type="checkbox"/> |
| Consolidate or pay down other debt | <input type="checkbox"/> | <input type="checkbox"/> |
| Repay the loan more quickly        | <input type="checkbox"/> | <input type="checkbox"/> |
| Take out cash                      | <input type="checkbox"/> | <input type="checkbox"/> |

37. Approximately how much was owed, in total, on the old mortgage(s) and loan(s) you refinanced?

\$ \_\_\_\_\_ .00

Zero (the property was mortgage-free)

38. How does the total amount of your new mortgage(s) compare to the total amount of the old mortgage(s) and loan(s) you paid off (include any new second liens, home equity loans, or a home equity line of credit (HELOC))?

- New amount is lower *Skip to Q40*
- New amount is about the same *Skip to Q40*
- New amount is higher
- Property was mortgage-free

39. Did you use the money you got from this new mortgage for any of the following?

|                                  | Yes                      | No                       |
|----------------------------------|--------------------------|--------------------------|
| College expenses                 | <input type="checkbox"/> | <input type="checkbox"/> |
| Auto or other major purchase     | <input type="checkbox"/> | <input type="checkbox"/> |
| Pay off other bills or debts     | <input type="checkbox"/> | <input type="checkbox"/> |
| Home repairs or new construction | <input type="checkbox"/> | <input type="checkbox"/> |
| Savings                          | <input type="checkbox"/> | <input type="checkbox"/> |
| Closing costs of new mortgage    | <input type="checkbox"/> | <input type="checkbox"/> |
| Business or investment           | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (specify)                  | <input type="checkbox"/> | <input type="checkbox"/> |

## This Mortgage

40. When you took out this most recent mortgage or refinance, what was the loan amount (the dollar amount you borrowed)?

\$ \_\_\_\_\_ .00  Don't know



41. What is the monthly payment, including the amount paid to escrow for taxes and insurance?

\$  .00  Don't know

42. What is the interest rate on this mortgage?

%  Don't know

43. Is this an adjustable-rate mortgage (one that allows the interest rate to change over the life of the loan)?

- Yes
- No
- Don't know

44. At the time of application, did the lender give you the option to set/lock the interest rate so that it would not change before closing?

- Yes
- No
- Don't know

45. When was the interest rate set/locked on this loan?

- At application
- Between application and closing
- Around closing

46. Does this mortgage have any of the following features?

|   | Yes                      | No                       | Don't Know               |
|---|--------------------------|--------------------------|--------------------------|
| A prepayment penalty ( <i>fee if the mortgage is paid off early</i> ) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| An escrow account for taxes and/or homeowner insurance                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A balloon payment   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Interest-only payments  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

47. The closing disclosure statement you received at closing shows the loan costs and other closing costs separately. What were the loan closing costs you paid on this loan?

\$  .00  Don't know

48. How were the total closing costs (loan costs and other costs) for this loan paid?

|  | Yes                      | No                       | Don't Know               |
|--|--------------------------|--------------------------|--------------------------|
| By me or a co-signer ( <i>check or wire transfer</i> ) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| By lender/broker                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| By seller/builder                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Added to the mortgage amount                           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (specify)<br><input type="text"/>                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

49. Did you compare the final loan costs to the final Good Faith Estimate you received from your lender?

- No *Skip to Q51*
- Yes

50. Did you find any significant differences between the two?

- Yes
- No

51. Did you seek input about your closing documents from any of the following people?

|   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| Lender/broker   | <input type="checkbox"/> | <input type="checkbox"/> |
| Settlement agent  | <input type="checkbox"/> | <input type="checkbox"/> |
| Real estate agent   | <input type="checkbox"/> | <input type="checkbox"/> |
| Personal attorney   | <input type="checkbox"/> | <input type="checkbox"/> |
| Title agent   | <input type="checkbox"/> | <input type="checkbox"/> |
| Trusted friend or relative who is not a co-signer on the mortgage | <input type="checkbox"/> | <input type="checkbox"/> |
| Housing counselor   | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (specify)<br><input type="text"/>                           | <input type="checkbox"/> | <input type="checkbox"/> |





**52. Did you face any unpleasant "surprises" at your loan closing?**

No *Skip to Q54*

Yes

**53. What unpleasant surprises did you face?**

|   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| Different loan terms                                  | <input type="checkbox"/> | <input type="checkbox"/> |
| Higher monthly payment                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Higher interest rate                                  | <input type="checkbox"/> | <input type="checkbox"/> |
| Unexpected fees                                       | <input type="checkbox"/> | <input type="checkbox"/> |
| Higher amount of money needed at closing              | <input type="checkbox"/> | <input type="checkbox"/> |
| Asked to sign blank documents                         | <input type="checkbox"/> | <input type="checkbox"/> |
| Rushed at closing or not given time to read documents | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (specify)                                       | <input type="checkbox"/> | <input type="checkbox"/> |

**54. At the same time you took out this mortgage, did you also take out another loan on the property you financed with this mortgage (a second lien, home equity loan, or home equity line of credit (HELOC))?**

No *Skip to Q56*

Yes

**55. What was the amount of this loan?**

\$ \_\_\_\_\_ .00

Don't know

**56. How well could you explain to someone the...**

|   | Very                     | Somewhat                 | Not At All               |
|---|--------------------------|--------------------------|--------------------------|
| Process of taking out a mortgage                            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Difference between a fixed- and an adjustable-rate mortgage | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Difference between a prime and subprime loan                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Difference between a mortgage's interest rate and its APR   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Amortization of a loan                                      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Consequences of not making required mortgage payments       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Difference between lender's and owner's title insurance     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**This Mortgaged Property**

**57. When did you buy or acquire this property? If you refinanced, the date you originally acquired the property?**

\_\_\_\_\_/\_\_\_\_\_  
month year

**58. What was the purchase price of this property, or if you built it, the construction and land cost?**

\$ \_\_\_\_\_ .00  Don't know

**59. How did you acquire this property?**

*Mark one answer.*

- Purchased an existing home
- Purchased a newly-built home from a builder
- Had or purchased land and built a house
- Received as a gift or inheritance
- Other (specify) \_\_\_\_\_

**60. What type of house is on this property?**

*Mark one answer.*

- Single-family detached house *Skip to Q62*
- Townhouse, row house, or villa *Skip to Q62*
- Mobile home or manufactured home *Skip to Q62*
- 2-unit, 3-unit, or 4-unit dwelling
- Condo, apartment house, or co-op
- Unit in a partly commercial structure
- Other (specify) \_\_\_\_\_

**61. Does this mortgage cover more than one unit?**

Yes  No

**62. About how much do you think this property is worth in terms of what you could sell it for now?**

\$ \_\_\_\_\_ .00  Don't know

**63. Do you rent out all or any portion of this property?**

No *Skip to Q65*

Yes

**64. How much rent do you receive annually?**

\$ \_\_\_\_\_ .00 per year





**65. Besides you, the mortgage co-signers, and renters, does anyone else help pay the expenses for this property?**

- Yes       No

**66. Which of the following best describes how you use this property?**

- Primary residence (*where you spend the majority of your time*)  
 It will be my primary residence soon  
 Seasonal or second home  
 Home for other relatives  
 Rental or investor property  
 Other (specify) \_\_\_\_\_ } *Skip to Q68*

**67. If primary residence, when did you move into this property?**

\_\_\_\_ / \_\_\_\_  
 month      year

**68. In the last couple years, how has the following changed in the neighborhood where this property is located?**

|                                       | Significant Increase     | Little/No Change         | Significant Decrease     |
|---------------------------------------|--------------------------|--------------------------|--------------------------|
| Number of homes for sale              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Number of vacant homes                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Number of homes for rent              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Number of foreclosures or short sales | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| House prices                          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall desirability of living there  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**69. What do you think will happen to the prices of homes in this neighborhood over the next couple of years?**

- Increase a lot  
 Increase a little  
 Remain about the same  
 Decrease a little  
 Decrease a lot

**70. In the next couple of years, how do you expect the overall desirability of living in this neighborhood to change?**

- Become more desirable  
 Stay about the same  
 Become less desirable

**71. How likely is it that in the next couple of years you will...**

|  | Very                     | Somewhat                 | Not At All               |
|--|--------------------------|--------------------------|--------------------------|
| Sell this property                                       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Move but keep this property                              | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Refinance the mortgage on this property                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Pay off this mortgage and own the property mortgage-free | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

## Your Household

**72. What is your current marital status?**

- Married *Skip to Q74*  
 Separated  
 Never married  
 Divorced  
 Widowed

**73. Do you have a partner who shares the decision-making and responsibilities of running your household but is not your legal spouse?**

- Yes       No

*Please answer the following questions for you and your spouse or partner, if applicable.*

**74. Age at last birthday:**

| You        | Spouse/ Partner |
|------------|-----------------|
| ____ years | ____ years      |

**75. Sex:**

|        | You                      | Spouse/ Partner          |
|--------|--------------------------|--------------------------|
| Male   | <input type="checkbox"/> | <input type="checkbox"/> |
| Female | <input type="checkbox"/> | <input type="checkbox"/> |

**76. Highest level of education achieved:**

|                      | You                      | Spouse/ Partner          |
|----------------------|--------------------------|--------------------------|
| Some schooling       | <input type="checkbox"/> | <input type="checkbox"/> |
| High school graduate | <input type="checkbox"/> | <input type="checkbox"/> |
| Technical school     | <input type="checkbox"/> | <input type="checkbox"/> |
| Some college         | <input type="checkbox"/> | <input type="checkbox"/> |
| College graduate     | <input type="checkbox"/> | <input type="checkbox"/> |
| Postgraduate studies | <input type="checkbox"/> | <input type="checkbox"/> |



**77. Hispanic or Latino:**

|     | You                      | Spouse/<br>Partner       |
|-----|--------------------------|--------------------------|
| Yes | <input type="checkbox"/> | <input type="checkbox"/> |
| No  | <input type="checkbox"/> | <input type="checkbox"/> |

**78. Race:** *Mark all that apply.*

|                                     | You                      | Spouse/<br>Partner       |
|-------------------------------------|--------------------------|--------------------------|
| White                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Black or African American           | <input type="checkbox"/> | <input type="checkbox"/> |
| American Indian or Alaska Native    | <input type="checkbox"/> | <input type="checkbox"/> |
| Asian                               | <input type="checkbox"/> | <input type="checkbox"/> |
| Native Hawaiian or Pacific Islander | <input type="checkbox"/> | <input type="checkbox"/> |

**79. Current work status:** *Mark all that apply.*

|   | You                      | Spouse/<br>Partner       |
|---|--------------------------|--------------------------|
| Self-employed/work for self   | <input type="checkbox"/> | <input type="checkbox"/> |
| Employed full time  | <input type="checkbox"/> | <input type="checkbox"/> |
| Employed part time  | <input type="checkbox"/> | <input type="checkbox"/> |
| Retired   | <input type="checkbox"/> | <input type="checkbox"/> |
| Temporarily laid-off or on leave  | <input type="checkbox"/> | <input type="checkbox"/> |
| Not working for pay ( <i>student, homemaker, disabled, unemployed</i> ) | <input type="checkbox"/> | <input type="checkbox"/> |

**80. Have you ever served on active duty in the U.S. Armed Forces?** (*Active duty includes serving in the U.S. Armed Forces as well as activation from the Reserves or National Guard.*)

|  | You                      | Spouse/<br>Partner       |
|--|--------------------------|--------------------------|
| Yes, now on active duty                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Yes, on active duty in the past, but not now               | <input type="checkbox"/> | <input type="checkbox"/> |
| No, never on active duty except for initial/basic training | <input type="checkbox"/> | <input type="checkbox"/> |
| No, never served in the U.S. Armed Forces                  | <input type="checkbox"/> | <input type="checkbox"/> |

**81. Besides you (and your spouse/partner) who else lives in your household?** *Mark all that apply.*

- Children/grandchildren under age 18  
 Children/grandchildren age 18-22  
 Children/grandchildren age 23 or older  
 Parents of you or your spouse or partner  
 Other relatives like siblings or cousins  
 Non-relatives

**82. Approximately how much is your total annual household income from all sources** (*wages, salaries, tips, interest, child support, investment income, retirement, social security, and alimony*)?

- Under \$35,000  
 \$35,000 to \$49,999  
 \$50,000 to \$74,999  
 \$75,000 to \$99,999  
 \$100,000 to \$174,999  
 \$175,000 or more

**83. How does this total annual household income compare to what it is in a "normal" year?**

- Higher than normal  
 Normal  
 Lower than normal

**84. Does your total annual household income include any of the following sources?**

|                             | Yes                      | No                       |
|-----------------------------|--------------------------|--------------------------|
| Wages or salary             | <input type="checkbox"/> | <input type="checkbox"/> |
| Business or self-employment | <input type="checkbox"/> | <input type="checkbox"/> |
| Interest or dividends       | <input type="checkbox"/> | <input type="checkbox"/> |
| Alimony or child support    | <input type="checkbox"/> | <input type="checkbox"/> |
| Social Security benefits    | <input type="checkbox"/> | <input type="checkbox"/> |

**85. Does anyone in your household have any of the following?**

|   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| 401(k), 403(b), IRA, or pension plan  | <input type="checkbox"/> | <input type="checkbox"/> |
| Stocks, bonds, or mutual funds ( <i>not in retirement accounts or pension plans</i> ) | <input type="checkbox"/> | <input type="checkbox"/> |
| Certificates of deposit   | <input type="checkbox"/> | <input type="checkbox"/> |
| Investment real estate  | <input type="checkbox"/> | <input type="checkbox"/> |

**86. Which one of the following statements best describes the amount of financial risk you are willing to take when you make investments?**

- Take substantial financial risks expecting to earn substantial returns  
 Take above-average financial risks expecting to earn above-average returns  
 Take average financial risks expecting to earn average returns  
 Not willing to take any financial risks



**87. Do you agree or disagree with the following statements?**

|  | Agree                    | Disagree                 |
|--|--------------------------|--------------------------|
| Owning a home is a good financial investment   | <input type="checkbox"/> | <input type="checkbox"/> |
| Mortgage lenders generally treat borrowers well  | <input type="checkbox"/> | <input type="checkbox"/> |
| Mortgage lenders would offer me roughly the same rates and fees                                      | <input type="checkbox"/> | <input type="checkbox"/> |
| Late payments will lower my credit rating  | <input type="checkbox"/> | <input type="checkbox"/> |
| Lenders shouldn't care about any late payments, only whether loans are fully repaid                  | <input type="checkbox"/> | <input type="checkbox"/> |
| It is okay to default or stop making mortgage payments if it is in the borrower's financial interest | <input type="checkbox"/> | <input type="checkbox"/> |

**88. In the last couple of years, have any of the following happened to you?**

|  | Yes                      | No                       |
|--|--------------------------|--------------------------|
| Separated or divorced  | <input type="checkbox"/> | <input type="checkbox"/> |
| Married/remarried/new partner                                | <input type="checkbox"/> | <input type="checkbox"/> |
| Death of a household member                                  | <input type="checkbox"/> | <input type="checkbox"/> |
| Addition to your household (not including spouse/partner)    | <input type="checkbox"/> | <input type="checkbox"/> |
| Person leaving your household (not including spouse/partner) | <input type="checkbox"/> | <input type="checkbox"/> |
| Disability or serious illness of household member            | <input type="checkbox"/> | <input type="checkbox"/> |
| Disaster affecting a property you own                        | <input type="checkbox"/> | <input type="checkbox"/> |
| Disaster affecting your (or your spouse/partner's) work      | <input type="checkbox"/> | <input type="checkbox"/> |
| Moved within the area (less than 50 miles)                   | <input type="checkbox"/> | <input type="checkbox"/> |
| Moved to a new area (50 miles or more)                       | <input type="checkbox"/> | <input type="checkbox"/> |

**89. In the last couple of years, have any of the following happened to you (or your spouse/partner)?**

|   | Yes                      | No                       |
|---|--------------------------|--------------------------|
| Layoff, unemployment or reduced hours of work | <input type="checkbox"/> | <input type="checkbox"/> |
| Retirement                                    | <input type="checkbox"/> | <input type="checkbox"/> |
| Promotion                                     | <input type="checkbox"/> | <input type="checkbox"/> |
| Starting a new job                            | <input type="checkbox"/> | <input type="checkbox"/> |
| Starting a second job                         | <input type="checkbox"/> | <input type="checkbox"/> |
| Business failure                              | <input type="checkbox"/> | <input type="checkbox"/> |
| A personal financial crisis                   | <input type="checkbox"/> | <input type="checkbox"/> |

**90. In the last couple years, how have the following changed for you (and your spouse/partner)?**

|                      | Significant Increase     | Little/No Change         | Significant Decrease     |
|----------------------|--------------------------|--------------------------|--------------------------|
| Household income     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Housing expenses     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Non-housing expenses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**91. In the next couple of years, how do you expect the following to change for you (and your spouse/partner)?**

|                      | Significant Increase     | Little/No Change         | Significant Decrease     |
|----------------------|--------------------------|--------------------------|--------------------------|
| Household income     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Housing expenses     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Non-housing expenses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**92. How likely is it that in the next couple of years you (or your spouse/partner) will face...**

|  | Very                     | Somewhat                 | Not At All               |
|--|--------------------------|--------------------------|--------------------------|
| Retirement   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Difficulties making your mortgage payments           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A layoff, unemployment, or forced reduction in hours | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Some other personal financial crisis                 | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

**93. If your household faced an unexpected personal financial crisis in the next couple of years, how likely is it you could...**

|  | Very                     | Somewhat                 | Not At All               |
|--|--------------------------|--------------------------|--------------------------|
| Pay your bills for the next 3 months without borrowing | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Get significant financial help from family or friends  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Borrow enough money from a bank or credit union        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Significantly increase your income                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



*The Federal Housing Finance Agency and the Consumer Financial Protection Bureau thank you for completing this survey.*

*We have provided the space below if you wish to share additional comments or further explain any of your answers. **Please do not put your name or address on the questionnaire.***

A large, empty rounded rectangular box intended for providing additional comments or explanations.

**Please use the enclosed business reply envelope to return your completed questionnaire.**

**FHFA  
1600 Research Blvd, RC B16  
Rockville, MD 20850**

**For any questions about the survey or online access you can call toll free 1-855-339-7877.**

