PLEASE TELL US ABOUT YOUR
RECENT RESIDENTIAL
MORTGAGE 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 that have affected mortgage practices. 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 who are working together on behalf of all consumers:

The Federal Housing Finance Agency (FHFA), created in 2008 as the government regulator of Fannie Mae and Freddie Mac and to oversee and ensure the safety of the U.S. housing finance system; and

The Consumer Financial Protection Bureau (CFPB), created in 2010 to ensure that all consumers have access to markets for consumer financial products and services and that markets for consumer financial products and services are fair, transparent, and competitive.

Thank you for your help with this important national study.

Para contestar la encuesta en español, vea las instrucciones de la carta adjunta.
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.

Paperwork Reduction Act Statement: Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

OMB No. 2590-0012
Expires 12/31/2016
Thank you for helping us to learn more about your experience in getting a mortgage.

1. At any time in 2013, did you take out or co-sign mortgage loan documents?
   - Yes → If you took out or co-signed more than one mortgage during this period, please refer to your experiences with the last mortgage you took out or co-signed throughout this survey.
   - No → You do not need to complete the rest of the survey. 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 the 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 your mortgage, how familiar were you (and any co-signers) with each of the following?

   - The mortgage interest rates available at that time
   - The different types of mortgages available
   - The process of taking out a mortgage
   - The down payment needed to qualify for a mortgage
   - The income needed to qualify for a mortgage
   - Your credit history or credit score
   - The money needed at closing

   Very Somewhat Not At All

5. When you began the process of getting your 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?

   - Your lender or broker
   - Other lenders or brokers
   - Real estate agents or builders
   - Material in the mail
   - Websites that provide information on getting a mortgage
   - Friends/relatives/co-workers
   - Bankers or financial planners
   - Housing counselors
   - Other (specify) __________

   A Lot A Little Not At All

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

   - 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 your mortgage? Mark one answer.
    - 1   - 2   - 3   - 4   - 5 or more
11. How many different lenders/brokers did you end up applying to? Mark one answer.

- [ ] 1
- [ ] 2
- [ ] 3
- [ ] 4
- [ ] 5 or more

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

<table>
<thead>
<tr>
<th>Reason</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Searching for better loan terms</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concern over qualifying for a loan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Information learned from the &quot;Good Faith Estimate&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Turned down on earlier application</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Importance</th>
<th>Very</th>
<th>Somewhat</th>
<th>Not At All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having an established banking relationship</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Having a local office or branch nearby</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Used previously to get a mortgage</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender/broker is a personal friend or relative</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender/broker operates online</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lender is a community bank or credit union</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recommendation from a friend/relative/co-worker</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Recommendation from a real estate agent/home builder</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Recommendation from a lending website</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reputation of the lender/broker</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spoke my primary language, which is not English</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th>Importance</th>
<th>Very</th>
<th>Somewhat</th>
<th>Not At All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low interest rate</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low APR (Annual Percentage Rate)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low closing fees</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low down payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low monthly payment</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>An interest rate fixed for the life of the loan</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>A term of less than 30 years</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No mortgage insurance</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

- [ ] Easy to understand
- [ ] Valuable information

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

- [ ] Ask questions of your lender/broker
- [ ] Seek a change in your loan or closing

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

- [ ] Add a co-signer
- [ ] Resolve credit report errors or problems
- [ ] Answer follow-up requests for more information about income or assets
- [ ] Have multiple appraisals
- [ ] Redo/refile paperwork due to processing delays
- [ ] Delay or postpone closing date
20. During the application process were you told about mortgages with any of the following?

<table>
<thead>
<tr>
<th>Option</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>An interest rate that is fixed for the life of the loan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An interest rate that could change over the life of the loan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A term of less than 30 years</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A higher interest rate in return for lower closing costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A lower interest rate in return for paying higher closing costs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Interest-only monthly payments</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An escrow account for taxes and/or homeowner insurance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>A prepayment penalty (fee if the mortgage is paid off early)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Reduced documentation or &quot;easy&quot; approval</td>
<td></td>
<td></td>
</tr>
<tr>
<td>An FHA, VA, USDA or Rural housing loan</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

21. In selecting your settlement agent did you…

<table>
<thead>
<tr>
<th>Option</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use an agent recommended by the lender/broker</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Use an agent you had used previously</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shop around</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

22. Did your lender require you to get title insurance on your mortgage?

- No
- Yes

23. (If Yes in Q22) 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

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

<table>
<thead>
<tr>
<th>Feature</th>
<th>Very</th>
<th>Somewhat</th>
<th>Not At All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Best terms to fit your needs</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lowest interest rate for which you could qualify</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lowest closing costs</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

25. Overall, how satisfied are you with the...

<table>
<thead>
<tr>
<th>Feature</th>
<th>Very</th>
<th>Somewhat</th>
<th>Not At All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lender/broker you used</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Application process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Loan closing process</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The information in mortgage disclosure documents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The timeliness of mortgage disclosure documents</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Settlement agent</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

26. Did you talk to a credit counselor or take a course about home buying?

- No
- Yes

27. (If Yes to Q26) How was counseling or the home-buying course provided?

- In person, one-on-one
- In person, in a group
- Over the phone
- Online

28. (If Yes to Q26) How many hours was the counseling or the home-buying course?

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

29. (If Yes to Q26) Overall, how helpful was counseling or the home-buying course?

- Very
- Somewhat
- Not At All

30. When you took out your mortgage, what was the loan amount (the dollar amount you borrowed)?

$ __________________________ .00  □ Don't know

31. What is the monthly payment (including the amount paid to escrow for taxes and insurance)?

$ __________________________ .00  □ Don't know

32. What is the interest rate on your mortgage?

[] %  □ Don't know
33. **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

34. **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

35. **When was the interest rate set/locked on your loan?**
   - [ ] At application
   - [ ] Between application and closing
   - [ ] Around closing

36. Many mortgages have discount points paid to the lender to get a lower interest rate. Did you pay any discount points?
   - [ ] No
   - [ ] Yes

   **37. (If Yes in Q36) How many discount points did you pay?**
   - [ ] _____ points
   - [ ] Don't know

38. Some lenders charge origination points to cover the cost of preparing a mortgage for closing. These are often expressed as a percentage of the loan amount. Did you pay any origination points?
   - [ ] No  ➔ Skip to Q40
   - [ ] Yes

   **39. (If Yes in Q38) How many origination points did you pay?**
   - [ ] _____ points
   - [ ] Don't know

40. **Does your mortgage have any of the following features?**
   - A prepayment penalty *(fee if the mortgage is paid off early)*
   - An escrow account for taxes and/or homeowner insurance
   - A balloon payment
   - Interest-only payments
   - Owner's title insurance
   - Credit life/debt suspension/debt cancellation insurance
   - [ ] Yes
   - [ ] No
   - [ ] Don't know

41. **Were the costs to close your loan paid in any of the following ways?**
   - By me or a co-signer *(check or wire transfer)*
   - By lender/broker
   - By seller/builder
   - Added to the mortgage amount
   - Other (specify) ____________________________
   - [ ] Yes
   - [ ] No
   - [ ] Don't know

42. At or before closing did you compare the final loan costs to the Good Faith Estimate you received earlier from your lender?
   - [ ] No
   - [ ] Yes

   **43. (If Yes to Q42) Did you find any significant differences between the two?**
   - [ ] Yes
   - [ ] No

44. **Did you seek input about your closing documents from any of the following people?**
   - Lender/broker
   - Attorney
   - Real estate agent
   - Settlement agent
   - Title agent
   - Trusted friend or relative who is not a co-signer on the mortgage
   - Housing counselor
   - Other (specify) ____________________________
   - [ ] Yes
   - [ ] No
45. Did you face any unpleasant "surprises" at your loan closing?

☐ No
☐ Yes

46. (If Yes to Q45) What unpleasant surprises did you face?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Different loan terms</td>
<td>☐</td>
</tr>
<tr>
<td>Higher monthly payment</td>
<td>☐</td>
</tr>
<tr>
<td>Higher interest rate</td>
<td>☐</td>
</tr>
<tr>
<td>Unexpected fees</td>
<td>☐</td>
</tr>
<tr>
<td>Higher amount of money needed at closing</td>
<td>☐</td>
</tr>
<tr>
<td>Asked to sign blank documents</td>
<td>☐</td>
</tr>
<tr>
<td>Rushed at closing or not given time to read documents</td>
<td>☐</td>
</tr>
<tr>
<td>Other (specify)</td>
<td>☐</td>
</tr>
</tbody>
</table>

47. At the same time you took out your mortgage, did you also take out another loan on your property (a second lien, home equity loan, or home equity line of credit - HELOC)?

☐ No
☐ Yes

48. (If Yes to Q47) What was the amount of this loan?

$ [ ].00

☐ Don't know

49. How well could you explain to someone the...

Process of taking out a mortgage
Difference between a fixed- and an adjustable-rate mortgage
Difference between a prime and subprime loan
Difference between a mortgage's interest rate and its APR
Amortization of a loan
Consequences of not making required mortgage payments

Very | Somewhat | Not At All
-----|----------|----------
☐ | ☐ | ☐
☐ | ☐ | ☐
☐ | ☐ | ☐
☐ | ☐ | ☐
☐ | ☐ | ☐
☐ | ☐ | ☐

50. What was the primary purpose of your mortgage at the time you took it out? Mark one answer.

☐ Purchase of a property
☐ 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 Q56 on the next page

51. Which statement best describes the approach you took to purchase your house or property?

☐ Had a pre-approval or pre-qualification from a lender before I made the purchase
☐ Shopped for a mortgage after making the purchase offer
☐ Shopped for house and mortgage at the same time

52. Did you use the proceeds from the sale of another property to help pay for the house or property you bought?

☐ No
☐ Yes

53. (If Yes to Q52) How much money from the sale of this other property was used to purchase your property?

$ [ ].00

☐ Don't know

54. What percent down payment did you make on your property?

☐ 0%
☐ Less than 5%
☐ 5-9.99%
☐ 10-19.99%
☐ 20% or more

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

Savings, retirement account, inheritance, or other assets
Assistance or loan from a nonprofit or government agency
Gift or loan from family or friend
Seller contribution

Purchase or construction loan skip to Q60.
If you refinanced, took a new loan on a mortgage-free property or chose "other" in Q50 continue with Q56.

56. How important, if at all, were the following reasons in your decision to refinance, modify or obtain a new mortgage?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Very</th>
<th>Somewhat</th>
<th>Not At All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Change to a fixed-rate loan</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
</tr>
<tr>
<td>Get a lower interest rate</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
</tr>
<tr>
<td>Get a lower monthly payment</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
</tr>
<tr>
<td>Consolidate or pay down other debt</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
</tr>
<tr>
<td>Repay the loan more quickly</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
</tr>
<tr>
<td>Take out cash</td>
<td>☐</td>
<td>☐</td>
<td>☑</td>
</tr>
</tbody>
</table>

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

$ ______________________ .00

☐ Zero (the property was mortgage-free)

58. How does the total amount of your new mortgage(s) compare to the total amount of the old mortgage(s) and loan(s) when they were paid off?

☐ New amount is lower

☐ New amount is about the same

☐ New amount is higher

☐ Property was mortgage-free

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

- College expenses
- Auto or other major purchase
- Pay off other bills or debts
- Home repairs/additions
- Savings
- Closing costs of new mortgage
- Business or investment
- Other (specify) ______________________

60. When did you buy or acquire your property?

/ year

Your Mortgaged Property

61. What was the purchase price of your property, or if you built it, the construction and land cost?

$ ______________________ .00

☐ Don't know

62. How did you acquire the property?

Mark one answer.

☐ Purchased an existing home in a standard sale from the previous owner

☐ Purchased a newly-built home from a builder

☐ Purchased a foreclosed property from a bank, investor, or government agency

☐ Purchased a “short sale” property from the previous owner

☐ Purchased land and built a house

☐ Received as a gift or inheritance

☐ Other (specify) ______________________

63. What type of house is on your property?

Mark one answer.

☐ Single-family detached house

☐ Townhouse, row house, or villa

☐ Mobile home or manufactured home

☐ 2-unit, 3-unit, or 4-unit dwelling

☐ Condo, apartment house, or co-op

☐ Unit in a partly commercial structure

☐ Other (specify) ______________________

64. (If multiple units in Q63) How many separate living units does your mortgage cover?

_____ units

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

$ ______________________ .00

☐ Don't know

66. Do you rent out any portion of your property?

☐ No → Skip to Q68

☐ Yes

67. (If Yes to Q66) How much rent do you receive?

$ ______________________ .00 per month
68. 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) ________________

69. (If primary residence in Q68) When did you move into the property?

month / year

70. Is anyone who currently lives in the property a co-signer on your mortgage?

- Yes
- No

## Your Household

71. What is your current marital status?

- Married
- Separated
- Never married
- Divorced
- Widowed

72. 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.

73. Age at last birthday:

- You __________ years
- Spouse/Partner __________ years

74. Sex:

- Male
- Female

75. Owned other residential properties besides this one:

- You
- Spouse/Partner

76. Highest level of education achieved:

- Some schooling
- High school graduate
- Technical school
- Some college
- College graduate
- Postgraduate studies

77. Are you Hispanic or Latino?

- Yes
- No

78. Race: Mark all that apply.

- White
- Black or African American
- American Indian or Alaska Native
- Asian
- Native Hawaiian or Pacific Islander

79. Current work status: Mark all that apply.

- Self-employed/work for self
- Employed full time
- Employed part time
- Retired
- Temporarily laid-off or on leave
- Not working for pay (student, homemaker, disabled, unemployed)

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).

- Yes, now on active duty
- Yes, on active duty in the past, but not now
- No, never on active duty except for initial/basic training
- No, never served in the U.S. Armed Forces
81. Besides you (and your spouse/partner), does anyone else live in your household or use your house as a permanent address?

- Yes
- No

82. (If Yes to Q81) How many of the other household members are 18 years of age or younger?

- None

83. (If Yes to Q81) How many of the other household members are older than 18?

- None

84. (If Yes to Q81) Do any of the other household members help pay for household expenses?

- Yes
- No

85. 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

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

- Higher than normal
- Normal
- Lower than normal

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

- Wages or salary
- Business or self-employment
- Interest or dividends
- Alimony or child support
- Social Security benefits

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

- 401(k), 403(b), IRA, or pension plan
- Stocks, bonds, or mutual funds (not in retirement accounts or pension plans)
- Certificates of deposit
- Investment real estate

89. 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

90. Do you agree or disagree with the following statements?

- Owning a home is a good financial investment
- Mortgage lenders generally treat borrowers well
- Late payments will lower my credit rating
- Lenders shouldn't care about any late payments, only whether loans are fully repaid
- It is okay to default or stop making mortgage payments if it is in the borrower's financial interest

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

- Separated/divorced
- Married/remarried/new partner
- Death of a household member
- Addition to your household (not including spouse/partner)
- Person leaving your household (not including spouse/partner)
- Disability or serious illness of household member
- Disaster affecting your house
- Disaster affecting your (or your spouse/partner's) work
- Moved within the area (less than 50 miles)
- Moved to a new area (50 miles or more)
92. In the last couple of years, have any of the following happened to you (or your spouse/partner)?

- Layoff, unemployment or reduced hours of work
- Promotion
- Starting a new job
- Starting a second job
- Business failure
- A personal financial crisis

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

- Household income
- Housing expenses
- Non-housing expenses

94. In the last couple years, how have the following changed in your neighborhood?

- Number of homes for sale
- Number of vacant homes
- Number of homes for rent
- Number of foreclosures or short sales
- House prices
- Overall desirability of living there

95. What do you think will happen to the prices of homes like yours in your neighborhood over the next couple of years?

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

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

- Significant increase
- Stay about the same
- Significant decrease

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

<table>
<thead>
<tr>
<th></th>
<th>Significant Increase</th>
<th>Little/No Change</th>
<th>Significant Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household income</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Housing expenses</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Non-housing expenses</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

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

- Move and sell your property
- Move but keep your property
- Refinance your mortgage
- Pay off your mortgage and own your property mortgage-free

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

- Difficulties making your mortgage payments
- A layoff, unemployment, or forced reduction in hours
- Some other personal financial crisis

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

<table>
<thead>
<tr>
<th></th>
<th>Very Likely</th>
<th>Somewhat Likely</th>
<th>Not At All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay your bills for the next 3 months without borrowing</td>
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<td></td>
</tr>
<tr>
<td>Get significant financial help from family or friends</td>
<td></td>
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<tr>
<td>Borrow enough money from a bank or credit union</td>
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<tr>
<td>Significantly increase your income</td>
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<td></td>
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</tbody>
</table>
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.

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

FHFA
1600 Research Blvd, RC B16
Rockville, MD 20850

TO COMPLETE THE SURVEY ONLINE GO TO: NSMBsurvey.com
You will need your Personal PIN # found in the accompanying letter to access the survey.
For any questions about the survey you can call 1-855-339-7877.