



Improving Mortgage Experiences in America

National Survey of Mortgage Originations

You have been selected to participate in an important national survey. Learning directly from borrowers like you about your experiences obtaining a mortgage to purchase or refinance your home will help us improve lending practices and the mortgage process for future borrowers like you.

To Complete the Survey Online

PC/TABLET

Go to: www.NSMOSurvey.com and enter the unique access code provided in the letter and your 5-digit zip code.

MOBILE DEVICE

Text your unique access code to (202) 759-2029 to receive a link to the survey or scan the QR code.



ESPAÑOL

Vaya a: www.NSMOSurvey.com e ingrese el código de acceso único que se le envió en la carta y su código postal de 5 dígitos.

Para contestar la encuesta en un aparato móvil/teléfono inteligente Envíe en un mensaje de texto su código de acceso único al (202) 759-2029 o escanee el código QR.

While we prefer online to help us save costs for processing, it is important we hear from you. If you prefer paper, you can mail back the completed survey in the enclosed pre-paid postage envelope.

If you have any questions or need assistance completing this due to a disability, please call us toll free at 1-855-531-0724, TTY #711 or visit our web sites www.fhfa.gov/nsmo or www.consumerfinance.gov.

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Who is sponsoring this survey?

The **Federal Housing Finance Agency (FHFA)**, is an independent regulatory agency responsible for the effective supervision, regulation, and housing mission oversight of **Fannie Mae, Freddie Mac**, the Federal Home Loan Bank System, and the Office of Finance, and ensures a competitive, liquid, efficient, and resilient housing finance market.

The **Consumer Financial Protection Bureau (CFPB)** is a Federal agency created in 2010 to make mortgages, credit cards, automobile and other consumer loans work better and ensure that these markets are fair, transparent, and competitive.

How was I selected for this survey?

Survey recipients were selected at random from across the United States. Your answers will not be connected to your name or any other identifying information.

How long will it take?

The time will vary based on your experiences, but you can expect to spend 15-25 minutes.

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 6/30/23

1. Did you take out or co-sign for a mortgage loan sometime in the last couple of years including a purchase or any refinance/modification of an existing loan?

- Yes
 No → Skip to 71 on page 7

2. When did you take out this mortgage? If you took out or co-signed for more than one mortgage, please refer to your experience with the most recent refinance, modification, or new mortgage.

/
 month / year

3. Did we mail this survey to the address of the property you financed with this mortgage?

- Yes No

4. Who signed or co-signed for this mortgage?

Mark *all* that apply.

- I signed
 Spouse/partner including a former spouse/partner
 Parents
 Children
 Other relatives
 Other (e.g. friend, business partner)

→ If you co-signed this loan with others, take into account all co-signers as best you can when answering the survey. If no co-signers, answer based on your own situation.

5. 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"/> |

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

- Very Somewhat Not at all

7. How firm an idea did you have about the mortgage you wanted?

- Firm idea Some idea Little idea

8. 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 mortgage lender/broker | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other mortgage lenders/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, credit unions 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="text"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. Which one of the following best describes your shopping process?

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

10. Which one of the following best describes how you applied for this mortgage?

- Directly to a lender, such as a bank or credit union
 Through a mortgage broker who works with multiple lenders to get you a loan
 Through a builder who arranged financing
 Other (specify)

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

- 1 2 3 4 5 or more



12. How many different mortgage lenders/brokers did you end up applying to?

- 1 2 3 4 5 or more

13. Did you apply to more than one mortgage 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 "Loan Estimate" | <input type="checkbox"/> | <input type="checkbox"/> |
| Turned down on earlier application | <input type="checkbox"/> | <input type="checkbox"/> |

14. How important were each of the following in choosing the mortgage 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"/> |
| Mortgage lender/broker is a personal friend or relative | <input type="checkbox"/> | <input type="checkbox"/> |
| Paperless online mortgage process | <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 mortgage lender/broker | <input type="checkbox"/> | <input type="checkbox"/> |
| Spoke my primary language, which is not English | <input type="checkbox"/> | <input type="checkbox"/> |
| Accommodations for people with disabilities | <input type="checkbox"/> | <input type="checkbox"/> |

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

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

16. While you were getting your mortgage, how did you primarily interact with your mortgage lender/broker?

- Online (web portal, email)
 Phone (voice calls, text messages, fax)
 Mail
 In person
 No primary way

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

- Very Somewhat Not at all

18. 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 (Annual Percentage Rate) | <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"/> |

19. Your lender may have given you a booklet "Your home loan toolkit: A step-by-step guide," do you remember receiving a copy?

- Yes
 No
 Don't know

20. In the process of getting this mortgage from your mortgage 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 "Loan Estimate" revised to reflect changes in your loan terms | <input type="checkbox"/> | <input type="checkbox"/> |
| Check other sources to confirm that terms of this mortgage were reasonable | <input type="checkbox"/> | <input type="checkbox"/> |

21. Did the "Loan Estimate" you received from your mortgage lender/broker...

| | Yes | No |
|--|--------------------------|--------------------------|
| Have easy to understand information | <input type="checkbox"/> | <input type="checkbox"/> |
| Contain valuable information | <input type="checkbox"/> | <input type="checkbox"/> |
| Cause you to take an action, such as seek a change in your loan or closing | <input type="checkbox"/> | <input type="checkbox"/> |



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/closing agent did you use someone...

| | Yes | No |
|--|--------------------------|--------------------------|
| Selected/recommended by the mortgage lender/broker, or real estate agent | <input type="checkbox"/> | <input type="checkbox"/> |
| You used previously | <input type="checkbox"/> | <input type="checkbox"/> |
| Found shopping around | <input type="checkbox"/> | <input type="checkbox"/> |

Did not have a settlement/closing agent

24. Do you have title insurance on this mortgage?

- Yes
 No
 Don't know
- } Skip to 26

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

- Reissued previous title insurance
 Used title insurance recommended by mortgage 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 |
|--|--------------------------|--------------------------|--------------------------|
| Mortgage 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"/> |
| Property appraisal | <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 professional housing counselor?

- Yes
 No → Skip to 32 on page 4

29. Was your home-buying course or counseling...

| | 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"/> |
| Required | <input type="checkbox"/> | <input type="checkbox"/> |

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

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

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

- Very Somewhat Not at all



32. Which one of these reasons best describes this most recent mortgage?

- To buy a property
- To refinance or modify an earlier mortgage
- To add/remove co-signer(s)/co-owner(s)
- To finance a construction loan
- To take out a new loan on a mortgage-free property
- Some other purpose (specify)

Skip to 36

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

| | Before Offer | After Offer | 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. Did you use any of the following sources of funds to buy 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"/> |

35. What percent of the purchase price was the down payment to buy this property (including money from a prior home sale, gifts, etc.)?

% Don't know

Skip to 39

36. 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"/> |
| Remove private mortgage insurance | <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. 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"/> |
| Buy out co-signer(s)/co-owner(s) | <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"/> |

Did not get money from refinancing

This Mortgage

39. When you took out this most recent mortgage or refinance, what was the dollar amount you borrowed?

\$.00 Don't know

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

\$.00 Don't know

41. What is the interest rate on this mortgage?

% Don't know



42. Which one of the following best describes how you decided on the interest rate of your mortgage?

- Paid higher closing costs to get lower interest rate
- Paid lower closing costs with a higher interest rate
- Got a balance between closing costs and interest rate

43. Does this mortgage have...

| | 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"/> |
| An adjustable rate (<i>one that can change over the life of the loan</i>) | <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"/> |
| Private mortgage insurance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Lender-required flood insurance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

44. At any time after you made your final loan application did any of the following change?

| | Higher | Same | Lower |
|--------------------------------------|--------------------------|--------------------------|--------------------------|
| Monthly payment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Interest rate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other fees | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Amount of money needed to close loan | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

45. The "Closing Disclosure" statement you received at closing shows the loan closing costs and other closing costs separately. What were the loan closing costs you paid on this loan?

\$.00 Don't know

46. 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 with a check or wire transfer | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Added to the mortgage amount | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| By mortgage lender/broker | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| By seller/builder | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (specify) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Loan had no closing costs

47. Were the loan costs you paid similar to what you had expected to pay based on the Loan Estimates or Closing Disclosures you received?

Yes No

48. After closing on this mortgage, how much cash reserves in checking, savings, and other similar assets did you have remaining?

- Less than one month's mortgage payment
- 1-2 months' worth of mortgage payments
- 3-6 months' worth of mortgage payments
- 7 months' worth or more of mortgage payments

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

| | Yes | No |
|---|--------------------------|--------------------------|
| Mortgage lender/broker | <input type="checkbox"/> | <input type="checkbox"/> |
| Settlement/closing 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 insurance 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) | <input type="checkbox"/> | <input type="checkbox"/> |

50. Did you face any of the following at your loan closing?

| | Yes | No |
|--|--------------------------|--------------------------|
| Loan documents not ready at closing | <input type="checkbox"/> | <input type="checkbox"/> |
| Closing did not occur as originally scheduled | <input type="checkbox"/> | <input type="checkbox"/> |
| Three-day rule required re-disclosure | <input type="checkbox"/> | <input type="checkbox"/> |
| Mortgage terms different at closing than expected, e.g. interest rate, monthly payment | <input type="checkbox"/> | <input type="checkbox"/> |
| More cash needed at closing than expected, e.g. escrow, unexpected fees | <input type="checkbox"/> | <input type="checkbox"/> |
| Less cash needed at closing than expected | <input type="checkbox"/> | <input type="checkbox"/> |
| Asked to sign blank documents at closing | <input type="checkbox"/> | <input type="checkbox"/> |
| Asked to sign pre-dated or post-dated documents at closing | <input type="checkbox"/> | <input type="checkbox"/> |
| Felt rushed at closing or not given time to read documents | <input type="checkbox"/> | <input type="checkbox"/> |

51. Is there any additional problem you encountered while getting this mortgage that you'd like to tell us about?



52. 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 a home equity line of credit (HELOC))?

- Yes
 No → Skip to 54

53. What was the amount of this loan?

\$ _____ .00
 Don't know

54. 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"/> |
| Relationship between discount points and interest rate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Reason payments into an escrow account can change | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

This Mortgaged Property

55. When did you first become the owner of this property?

_____/_____
 month / year

56. What was the purchase price of this property, or if you built it, how much did the construction and land cost?

\$ _____ .00 Don't know

57. Which one of the following best describes how you acquired this property?

- 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) _____

58. Which one of the following best describes this property?

- Single-family detached house
 Mobile home or manufactured home
 Townhouse, row house, or villa
 2-unit, 3-unit, or 4-unit dwelling
 Apartment (or condo/co-op) in apartment building
 Unit in a partly commercial structure
 Other (specify) _____

59. Does this mortgage cover more than one unit?

- Yes No

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

\$ _____ .00 Don't know

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

- Yes
 No → Skip to 63

62. How much rent do you receive annually?

\$ _____ .00 per year

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

- Yes No

64. Which one 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 investment property
 Other (specify) _____

Skip to 67 on page 7

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

_____/_____
 month / year



66. Which one of the following best describes your willingness or ability to move from your primary residence?

- Willing and able to move
- Willing but unable to move
- Unwilling to move
- Unsure/Don't know at this time

67. In the last couple years, how have 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"/> |
| Number of homes impacted by natural disasters | <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"/> |

68. 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

69. 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

70. 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

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 | Spouse/ Partner |
|----------------------------|----------------------------|
| <input type="text"/> years | <input type="text"/> years |

74. Sex:

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

75. 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"/> |

76. Hispanic or Latino:

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

77. Race: Mark all that apply.

| | You | Spouse/ 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 Other Pacific Islander | <input type="checkbox"/> | <input type="checkbox"/> |



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

| | You | Spouse/ Partner |
|---|--------------------------|--------------------------|
| Self-employed full time | <input type="checkbox"/> | <input type="checkbox"/> |
| Self-employed part time | <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"/> |
| Unemployed, temporarily laid-off or on leave | <input type="checkbox"/> | <input type="checkbox"/> |
| Not working for pay (<i>student, homemaker, disabled</i>) | <input type="checkbox"/> | <input type="checkbox"/> |

79. Ever served on active duty in the U.S. Armed Forces, Reserves or National Guard?

| | You | Spouse/ Partner |
|---|--------------------------|--------------------------|
| Never served in the military | <input type="checkbox"/> | <input type="checkbox"/> |
| Only on active duty for training in the Reserves or National Guard | <input type="checkbox"/> | <input type="checkbox"/> |
| Now on active duty | <input type="checkbox"/> | <input type="checkbox"/> |
| On active duty in the past, but not now | <input type="checkbox"/> | <input type="checkbox"/> |

80. 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-relative

- No one else

81. Do you speak a language other than English at home?

- Yes
- No → Skip to 84

82. Was it important to get your mortgage documents in this language?

- Yes No

83. Did you get mortgage documents in this language?

- Yes No

84. 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*)?

- Less than \$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

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

- Higher than normal
- Normal
- Lower than normal

86. 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, pension or other retirement benefits | <input type="checkbox"/> | <input type="checkbox"/> |

87. 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"/> |

88. Which one of the following statements best describes the amount of financial risk you are willing to take when you save or 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



89. 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"/> |
| Most mortgage lenders generally treat borrowers well | <input type="checkbox"/> | <input type="checkbox"/> |
| Most 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"/> |
| I would consider counseling or taking a course about managing my finances if I faced financial difficulties | <input type="checkbox"/> | <input type="checkbox"/> |

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

| | Yes | No |
|---|--------------------------|--------------------------|
| Separated, divorced or partner left | <input type="checkbox"/> | <input type="checkbox"/> |
| Married, remarried or new partner | <input type="checkbox"/> | <input type="checkbox"/> |
| Death of a household member | <input type="checkbox"/> | <input type="checkbox"/> |
| Addition to your household (not spouse/partner) | <input type="checkbox"/> | <input type="checkbox"/> |
| Person leaving your household (not 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"/> |

91. 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"/> |

92. 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"/> |

93. 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"/> |

94. 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"/> |

95. 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 a significant amount 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"/> |

96. In the next ten years, what do you think could decrease the value of a property you own?

| |
|--|
| |
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Thank you for completing this survey and sharing your experiences to help improve the processes of getting a mortgage.

We have provided space below for any additional comments.
Is there anything else you would like to tell us about your experience getting a mortgage to purchase or refinance your property?

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**

For any questions about the survey or online access you can call toll free 1-855-531-0724.

