

## Tell us about your recent mortgage experience

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



Learning directly from borrowers, like you, about your experiences will help us improve lending practices and the mortgage process for future borrowers.

Two Federal agencies, The Federal Housing Finance Agency and the Consumer Financial Protection Bureau are working together on your behalf to improve the safety of the U.S. housing finance system and ensure all consumers have access to financial products and services.

We want to make it as easy as possible for you to complete this survey. You can mail back the paper survey in the enclosed business reply envelope OR complete the survey online.

The online version of the questionnaire may be easier, and faster, to complete, because it automatically skips any questions that don't apply to you.

1

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

2

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

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

1

Visite al sitio web [www.NSMOSurvey.com](http://www.NSMOSurvey.com)

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

Thanks so much for your help with this important national effort to improve people's experiences in financing home ownership.























