

***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, 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, 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.

Esta encuesta está disponible en español en línea. Vea el reverso para obtener instrucciones.

**Want to take
the survey online?
See the back cover
for instructions.**

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

1. Within the past 15 months or so, did you take out or co-sign mortgage loan documents (including any mortgage refinances)?

- 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?

| | 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 process of taking out a mortgage | <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 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?

| | 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"/> |

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 your 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 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?

| | 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?

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

| | Very | Somewhat | Not At All |
|---|--------------------------|--------------------------|--------------------------|
| Low interest rate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Low APR (<i>Annual Percentage Rate</i>) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Low closing fees | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Low down payment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Low monthly payment | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| An interest rate fixed for the life of the loan | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| A term of less than 30 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| No mortgage insurance | <input type="checkbox"/> | <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 your mortgage from your lender/broker, did you...

| | Yes | No |
|---|--------------------------|--------------------------|
| Add a co-signer | <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 multiple appraisals | <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"/> |



20. 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"/> |

21. 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"/> |

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...

| | 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"/> |

25. 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"/> |
| Loan closing process | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The information in mortgage disclosure documents | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The 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"/> |

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

- No
- Yes

27. (If Yes to Q26) 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"/> |

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

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

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

- Very
- Somewhat
- Not at all

Your Mortgage

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?

| | Yes | No | Don't Know |
|--|--------------------------|--------------------------|--------------------------|
| A prepayment penalty (fee if the mortgage is paid off early) | <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"/> |
| Owner's title insurance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Credit life/debt suspension/debt cancellation insurance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

41. Were the costs to close your loan paid in any of the following ways?

| | Yes | No | Don't Know |
|---|--------------------------|--------------------------|--------------------------|
| By me or a co-signer (check or wire transfer) | <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) _____ | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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?

| | Yes | No |
|---|--------------------------|--------------------------|
| Lender/broker | <input type="checkbox"/> | <input type="checkbox"/> |
| Attorney | <input type="checkbox"/> | <input type="checkbox"/> |
| Real estate agent | <input type="checkbox"/> | <input type="checkbox"/> |
| Settlement agent | <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) _____ | <input type="checkbox"/> | <input type="checkbox"/> |



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

- No
- Yes

46. (If Yes to Q45) 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"/> |

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...

| | 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"/> |

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% to less than 10%
- 10% to less than 20%
- 20% or more

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

| | Used | Not Used |
|---|--------------------------|--------------------------|
| 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"/> |
| Gift or loan from family or friend | <input type="checkbox"/> | <input type="checkbox"/> |
| Seller contribution | <input type="checkbox"/> | <input type="checkbox"/> |

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?

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

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?

| | 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/additions | <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"/> |

Your Mortgaged Property

60. When did you buy or acquire your property?

_____/_____
month / year

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

74. Sex:

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

75. Ever owned other residential properties besides this one:

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

78. 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 Pacific Islander | <input type="checkbox"/> | <input type="checkbox"/> |

79. Current work status: Mark all that apply.

| | You | Spouse/ 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/ 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), does anyone else live in your household or use your house as a permanent address?

- No
- Yes

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

household members

- None

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

household members

- 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?

| | 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"/> |

88. 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 (not in retirement accounts or pension plans) | <input type="checkbox"/> | <input type="checkbox"/> |
| Certificates of deposit | <input type="checkbox"/> | <input type="checkbox"/> |
| Investment real estate | <input type="checkbox"/> | <input type="checkbox"/> |

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?

| | 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"/> |
| 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"/> |

91. 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 your house | <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"/> |



92. 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"/> |

93. 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"/> |

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

| | 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"/> |

Your Future Expectations

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?

- Become more desirable
- Stay about the same
- Become less desirable

97. 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"/> |

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

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

99. 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"/> |

100. 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.***

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

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

ONLINE SURVEY INSTRUCTIONS

1. GO TO www.NSMBsurvey.com

Visite al sitio web www.NSMBsurvey.com

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

Inicie la sesión con su número PIN único de 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 procesados más rápido, por lo que tomar la encuesta en línea hace que sea menos probable que usted recibirá recordatorios de seguimiento para completar la encuesta.

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

