



# Recent Homebuyer Survey Questionnaire, Q1 2024

Prepared in Partnership with PSB Insights

## INTRODUCTION

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### **/\* DISPLAY \*/ Survey Introduction**

Thank you for agreeing to participate in our survey! We are conducting a survey for PSB Insights on behalf of one of PSB's financial institution clients. This survey is about issues related to housing.

This survey contains several questions that you will not be able to skip.

#### **Confidentiality:**

Your answers will remain completely confidential.

We do not give or sell personal information about you to any third parties.

To learn more about our privacy policy, visit [Privacy Policy](#).

You may also visit our survey platform's [Privacy Policy](#).

## SCREENERS

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**/\* Q24cc \*/ Do you own your primary residence? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

1. Yes
2. No **/\* TERMINATE \*/**

**/\* Q24d \*/ Do you have a mortgage on your primary residence or do you own your primary residence outright with no mortgage? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

1. Have a mortgage **## CODE MORTGAGE ##**
2. Own home outright **## CODE OWNER ## /\* TERMINATE \*/**

**/\* Q122a \*/ What is your age? /\* OPEN END NUMERIC (0 TO 120) \*/ ## TERMINATE IF SKIPPED ## ## TERMINATE IF YOUNGER THAN 18 ##**

**/\* Q120a \*/ What is the ZIP code where you currently live? /\* OPEN END NUMERIC (00001 TO 99999) \*/ ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

**/\* Q9 \*/ Which of the following best describes how financial decisions are made in your household? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) I make all or almost all financial decisions myself.
- 2) I share financial decisions with my spouse, partner, or someone else in my household.
- 3) My spouse or someone else in my household makes all or almost all financial decisions. **/\* TERMINATE \*/**

**/\* QPHONE \*/ Which of the following applies to you? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) I have both a land line and cell phone
- 2) I have only a land line phone
- 3) I have only a cell phone



**/\* Q5 \*/ Are you of Hispanic, Latino or Spanish origin or descent? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) Yes ## CODE HISPANIC ##
- 2) No

**/\* Q139 \*/ For statistical purposes only, what is your race? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) White / Caucasian
- 2) Black / African American
- 3) Hispanic / Latino
- 4) Asian
- 5) Middle Eastern
- 6) American Indian or Alaska Native
- 7) Native Hawaiian or Pacific Islander
- 8) Other, please specify /\* TEXTBOX SPECIFY \*/

**/\* Q142 \*/ For statistical purposes only, we need to know your total family income for 2023. Please indicate which of the following categories best represents your total family income. ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) Less than \$10,000
- 2) \$10,000-\$14,999
- 3) \$15,000-\$24,999
- 4) \$25,000-\$34,999
- 5) \$35,000-\$49,999
- 6) \$50,000-\$74,999
- 7) \$75,000-\$99,999
- 8) \$100,000-\$149,999
- 9) \$150,000-\$199,999
- 10) \$200,000+

**/\* Q121 \*/ What is the last grade that you completed? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) Grade school
- 2) Some high school
- 3) High school graduate
- 4) Some college
- 5) College graduate
- 6) Graduate school
- 7) Technical school

**/\* Q132 \*/ Which of the following best describes your current employment status? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) Employed full-time
- 2) Employed part-time
- 3) Not currently employed in a paying job
- 4) Retired



**/\* Q132b \*/ ## IF EMPLOYED PART TIME (Q132=C2) ## Which of the following best describes why you are working part-time rather than full-time? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) I am unable to work full-time due to a disability
- 2) I prefer to work part-time for personal or other reasons
- 3) I am actively looking for full-time work but cannot find anything right now
- 4) I have given up looking for a full-time job for now because of the job market

**/\* Q132c \*/ ## IF UNEMPLOYED (Q132=C3) ## Which of the following best describes why you are not currently employed in a paying job: ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) I am unable to work due to a disability
- 2) I prefer not to work for personal or other reasons
- 3) I am actively looking for work but cannot find anything right now
- 4) I have given up looking for a job for now because of the job market

## **CURRENT ENVIRONMENT**

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**/\* DISPLAY \*/** Today we would like to hear your opinions on some topics that people have been talking about recently.

**/\* Q10 \*/** In general do you think our economy is on the right track or is it off on the wrong track?

- 1) Right track
- 2) Wrong track

**/\* Q421c \*/ ## IF RIGHT TRACK (Q10= C1) ## Why do you think the economy is on the right track? Please select all that apply. /\* RANDOM ROTATE CHOICES \*/ /\* MULTIPLE RESPONSES PERMITTED \*/**

- 1) Cost of goods and services (Inflation/Deflation)
- 2) Stock market performance
- 3) Home prices
- 4) Interest rates
- 5) Employment / job market
- 6) Energy prices
- 7) Domestic Policies / Government's handling of the economy
- 8) Global Political Climate (International conflicts, Geopolitics, etc.)
- 9) Other, please specify /\* SPECIFY \*/ /\* DO NOT ROTATE \*/

**/\* Q421d \*/ ## IF WRONG TRACK (Q10=C2) ## Why do you think the economy is on the wrong track? Please select all that apply. /\* RANDOM ROTATE CHOICES \*/ /\* MULTIPLE RESPONSES PERMITTED \*/**

- 1) Cost of goods and services (Inflation/Deflation)
- 2) Stock market performance
- 3) Home prices
- 4) Interest rates
- 5) Employment / job market
- 6) Energy prices
- 7) Domestic Policies / Government's handling of the economy
- 8) Global Political Climate (International conflicts, Geopolitics, etc.)
- 9) Other, please specify /\* SPECIFY \*/ /\* DO NOT ROTATE \*/



**/\* Q11 \*/** Looking ahead one year, do you expect your personal financial situation to get much better, somewhat better, stay about the same, get somewhat worse, or get much worse?

- 1) Much better
- 2) Somewhat better
- 3) Stay about the same
- 4) Somewhat worse
- 5) Much worse

## **CLIMATE FOR HOME OWNERSHIP — CORE TRACKERS**

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**/\* DISPLAY \*/** In this survey, there will be some questions related to housing. For the purposes of this survey, when we use the word house or home, we are referring to a person's primary residence, whether it's a house, a townhome, a condo, an apartment, or any other place that a person might live.

**/\* Q12 \*/** In general, do you think this is a good time or bad time to buy a house?

- 1) Very good time to buy
- 2) Somewhat good time to buy
- 3) Somewhat bad time to buy
- 4) Very bad time to buy

**/\* Q12b \*/ ## IF GOOD TIME TO BUY (Q12=C1 or C2) ##** What is the primary reason why you think this is a good time to buy a house? **/\* RANDOM ROTATE CHOICES \*/**

- 1) Home prices are low
- 2) Mortgage rates are favorable
- 3) There are many homes available on the market
- 4) It is easy to qualify for a mortgage
- 5) Economic conditions overall are favorable
- 6) Other, please specify **/\* SPECIFY \*/ /\* DO NOT ROTATE \*/**

**/\* Q12c \*/ ## IF BAD TIME TO BUY (Q12=C3 or C4) ##** What is the primary reason why you think this is a bad time to buy a house? **/\* RANDOM ROTATE CHOICES \*/**

- 1) Home prices are high
- 2) Mortgage rates are not favorable
- 3) There are not many homes available on the market
- 4) It is difficult to qualify for a mortgage
- 5) Economic conditions overall are not favorable
- 6) Other, please specify **/\* SPECIFY \*/ /\* DO NOT ROTATE \*/**

**/\* Q13 \*/** In general, do you think it is a good time or bad time to sell a house?

- 1) Very good time to sell
- 2) Somewhat good time to sell
- 3) Somewhat bad time to sell
- 4) Very bad time to sell



**/\* Q13c \*/ ## IF GOOD TIME TO SELL (Q13=C1 or C2) ##** What is the primary reason why you think this is a good time to sell a house? **/\* RANDOM ROTATE CHOICES \*/**

- 1) Home prices are high
- 2) Mortgage rates are favorable
- 3) There are not many homes available on the market
- 4) It is easy for buyers to qualify for a mortgage
- 5) Economic conditions overall are favorable
- 6) Other, please specify **/\* SPECIFY \*/ /\* DO NOT ROTATE \*/**

**/\* Q13d \*/ ## IF BAD TIME TO SELL (Q13=C3 or C4) ##** What is the primary reason why you think this is a bad time to sell a house? **/\* RANDOM ROTATE CHOICES \*/**

- 1) Home prices are low
- 2) Mortgage rates are not favorable
- 3) There are many homes available on the market
- 4) It is difficult for buyers to qualify for a mortgage
- 5) Economic conditions overall are not favorable
- 6) Other, please specify **/\* SPECIFY \*/ /\* DO NOT ROTATE \*/**

**/\* Q13bb \*/** When do you expect to move next? *Please enter number in years or "never."* **## ONLY ALLOW A WHOLE NUMBER, ADD "NEVER" ANSWER BOX ## /\* OPEN END NUMERIC (0 TO 100) \*/**

**/\* Q15 \*/** During the next 12 months, in what direction do you think home prices in general will go?

- 1) Home prices will go up
- 2) Home prices will go down
- 3) Home prices will remain about the same

**/\* Q16 \*/ ## IF EXPECT HOME PRICES TO GO DOWN (Q15=C2) ##** By about what percent do you think home prices in general will go down on the average over the next 12 months? **/\* OPEN END NUMERIC (0 TO 100) \*/**

**/\* Q17 \*/ ## IF EXPECT HOME PRICES TO GO UP (Q15=C1) ##** By about what percent do you think home prices in general will go up on the average over the next 12 months? **/\* OPEN END NUMERIC (0 TO 100) \*/**

**/\* Q18 \*/** During the next 12 months, in what direction do you think home rental prices in general will go?

- 1) Rental prices will go up
- 2) Rental prices will go down
- 3) Rental prices will remain about the same

**/\* Q19 \*/ ## IF EXPECT RENTAL PRICES TO GO DOWN (Q18=C2) ##** By about what percent do you think home rental prices in general will go down on the average over the next 12 months? **/\* OPEN END NUMERIC (0 TO 100) \*/**

**/\* Q20 \*/ ## IF EXPECT RENTAL PRICES TO GO UP (Q18=C1) ##** By about what percent do you think home rental prices in general will go up on the average over the next 12 months? **/\* OPEN END NUMERIC (0 TO 100) \*/**

**/\* Q20b \*/** During the next 12 months, in what direction do you think home mortgage interest rates will go?

- 1) Rates will go up
- 2) Rates will go down
- 3) Rates will remain about the same



**/\* DISPLAY \*/** We would now like to ask you some questions about home ownership and today's climate of buying homes in the next section. In answering these questions, please focus just on your primary residence, as opposed to any second home or investment properties.

**/\* Q22 \*/** How easy or difficult do you think it would be for you to get a home mortgage today?

- 1) Very difficult
- 2) Somewhat difficult
- 3) Somewhat easy
- 4) Very easy

**/\* Q213R1 \*/ ## IF VERY/SOMEWHAT DIFFICULT TO GET A MORTGAGE (Q22=C1 OR C2) ##**

Earlier in the survey you mentioned that it would be difficult for you to get a home mortgage today. What is the primary reason you believe it would be difficult?

- 1) I'm not financially prepared to take on a mortgage because my income is too low to qualify for a mortgage
- 2) I'm not financially prepared to take on a mortgage because I have not saved enough or unable to save enough for a down payment or closing costs
- 3) I'm not financially prepared to take on a mortgage because of existing debt/loans
- 4) My credit score is too low to qualify for a mortgage
- 5) Current market and economic conditions (such as home prices, mortgage rates, and the job market) are not favorable right now
- 6) I'm not at a stage in my life where I'm ready to buy a home
- 7) Other (please specify) **/\* OPEN-END OPTIONAL \*/**

**/\* Q213R1\_A \*/ ## IF DIFFICULT TO GET A MORTGAGE BECAUSE OF UNFAVORABLE CURRENT MARKET AND ECONOMIC CONDITIONS (Q213R1=C5) ##** Which of the current market conditions do you feel would be the highest barrier/cause the most difficulty?

- 1) Home prices
- 2) Mortgage rates
- 3) Job market
- 4) Other (please specify) **/\* OPEN-END OPTIONAL \*/**

**/\* Q23ba \*/** What would be your biggest obstacle to getting a mortgage to purchase or refinance a home today? Select up to three. **/\* MULTIPLE RESPONSES PERMITTED (UP TO 3) \*/**

- 1) Affording the down payment or closing costs
- 2) Insufficient credit score or credit history
- 3) Too much existing debt
- 4) Insufficient income for monthly payments
- 5) Lack of job security or stability
- 6) The process is too complicated
- 7) Others, please specify **/\* OPEN-END OPTIONAL \*/**
- 8) None/no obstacles **/\* EXCLUSIVE \*/**

## **OWNING AND RENTING — CLASSIFICATION QUESTIONS**

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**/\* Q24c \*/** Do you own your primary residence? **## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) Yes
- 2) No



**/\* Q24d\_new \*/ ## IF OWNS PRIMARY RESIDENCE (Q24C=C1) ## Do you have a mortgage on your primary residence or do you own your primary residence outright with no mortgage? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) Have a mortgage ## CODE MORTGAGE ##
- 2) Own home outright ## CODE OWNER ##

**/\* Q24e \*/ ## IF HAVE A MORTGAGE (q24d\_new=1) ## Do you have a first mortgage on your primary residence? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) Yes
- 2) No

**/\* Q24f \*/ ## IF HAVE A FIRST MORTGAGE (q24d\_new=1) ## Do you have a second mortgage or Home Equity Line of Credit? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) Yes
- 2) No

**/\* Q24g \*/ ## IF DOES NOT OWN PRIMARY RESIDENCE (q24c=2) ## Do you rent your primary residence or do you live with someone else and not pay for housing? ## RESPONSE REQUIRED, DO NOT ALLOW SKIP ##**

- 1) Rent ## CODE RENTER ##
- 2) Live with someone else and don't pay for housing ## CODE BOARDER ##

**/\* Q25 \*/ ## IF HOMEOWNER (Q24C=C1) ## Is this the first home you've owned?**

- 1) Yes
- 2) No

**/\* Q26a \*/ ## IF HOMEOWNER (Q24C=C1) ## How long have you owned your current home?**

**/\* OPEN END NUMERIC BOX (RANGE 0 TO 100) \*/ years**

**/\* Q24h \*/ Which of the following describes the type of home you currently live in?**

- 1) Mobile Home
- 2) Single family house unit that is detached from any other house
- 3) Single family house unit that is attached to one or more houses (e.g., townhomes)
- 4) Apartments/Condos

**/\* Q24i \*/ ## IF LIVE IN APARTMENT/CONDO (Q24H=C4) ## You mentioned that you currently live in an apartment or a condo, how many units are there in the building you live in?**

- 1) Building with 4 or fewer apartments/condos
- 2) Building with 5 to 49 apartments/condos
- 3) Building with 50 or more apartments/condos



## OWNING VERSUS RENTING

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**/\* Q31 \*/** If you were going to move, would you be more likely to: **/\* RANDOM ROTATE CHOICES \*/**

- 1) Rent
- 2) Buy

**/\* Q50 \*/ ## IF PLAN TO RENT ON NEXT MOVE (Q31=C1) ##** In the future, are you more likely to: **/\* RANDOM ROTATE CHOICES \*/**

- 1) Always rent
- 2) Buy at some point in the future

**/\* Q50b \*/ ## IF PLAN TO BUY ON NEXT MOVE (Q31=C2) ##** In the future, are you more likely to: **/\* RANDOM ROTATE CHOICES \*/**

- 1) Always own
- 2) Rent at some point in the future

## HOME FINANCES SITUATION

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**/\* DISPLAY \*/ ## IF MORTGAGE BORROWER (Q24D\_NEW=C1) ##** The next questions are about your home mortgage.

**/\* Q71b \*/ ## IF MORTGAGE BORROWER (Q24D\_NEW=C1) ##** Have you ever refinanced the mortgage on your current home?

- 1) Yes
- 2) No

**/\* Q71c \*/ ## IF REFINANCED MORTGAGE (Q71b=C1) ##** What was the most recent year you refinanced your mortgage? **/\* OPEN END NUMERIC (1900 TO 2024) \*/**

**/\* Q71d \*/ ## IF HAVE NOT REFINANCED MORTGAGE (Q71b=C2) ##** What year did you get your original mortgage on your current home? **/\* OPEN END NUMERIC (1900 TO 2024) \*/**

**/\* Q71i \*/ ## IF MORTGAGE BORROWER (Q24D\_NEW=C1) ##** How likely are you to refinance the mortgage on your primary home in the next 12 months?

- 1) Very likely
- 2) Somewhat likely
- 3) Somewhat unlikely
- 4) Very unlikely

## Q1 2024 SPECIAL TOPIC: DIGITAL VERIFICATION SERVICES

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**/\* Q404R \*/** When you went through the process of getting your current mortgage did you do it...? **/\* RANDOM ROTATE CHOICES \*/**

- 1) Online
- 2) With a representative by phone or in person
- 3) Both online and with a representative **/\* DO NOT ROTATE \*/**
- 4) Don't know **/\* DO NOT ROTATE \*/ ## VOLUNTEERED IN CATI, NOT AN EXPLICIT OPTION IN CAWI ##**





**/\* Q573 \*/** When you first began the process of obtaining your current mortgage, what method did you use to find a lender? Please select one. **/\* RANDOM ROTATE CHOICES \*/**

- 1) Online search (then emailed or called)
- 2) Visited a bank branch (in-person)
- 3) Contacted a lender you already knew and/or trusted
- 4) Contacted a lender referred by a friend or relative
- 5) Contacted a lender recommended by a realtor/real estate agent
- 6) Other (please specify) **/\* OPEN-END SPECIFY \*/ /\* DO NOT ROTATE \*/**

**/\* Q406R \*/** Which of the following best describes how your lender received and reviewed your financial information in order to approve your mortgage? Did you...

- 1) Give your lender or an authorized third party permission to access your financial information electronically
- 2) Gather your financial information and submit it to the lender yourself
- 3) Don't know **## VOLUNTEERED IN CATI, NOT AN EXPLICIT OPTION IN CAWI ##**

**/\* START PAGE \*/**

**/\* Q574A \*/** During the mortgage process, how did you confirm employment and income with your mortgage lender? Choose the primary method used for your current mortgage. **/\* RANDOMLY REVERSE CHOICES \*/**

- 1) **Third-Party Online Verification:** Provide access to my company's online payroll provider, giving my username and password to a third party to confirm employment, or other verification services recommended by the lender
- 2) **Third-Party Paper or Contact Verification:** Have my employer fill out and submit a Verification of Employment (VOE) form and/or allow my lender to contact my employer directly
- 3) **Lender Online Portal Submission:** Upload employment/income documents (e.g., paystubs) to the mortgage lender's portal/online site
- 4) **Email Submission:** Email employment/income documents (e.g., paystubs) to the mortgage lender
- 5) **Paper Submission:** Hand-deliver, mail, or fax employment/income documents (e.g., paystubs) to the mortgage lender
- 6) **Other**, please specify (optional) **/\* OPTIONAL SPECIFY \*/ /\* DO NOT REVERSE \*/**

**/\* Q574B \*/** If you were to go through the mortgage process again in the future, how would you prefer to confirm employment and income with your mortgage lender? Choose your preferred method for future mortgage(s). **/\* RANDOMLY REVERSE CHOICES \*/**

- 1) **Third-Party Online Verification:** Provide access to my company's online payroll provider, giving my username and password to a third party to confirm employment, or other verification services recommended by the lender
- 2) **Third-Party Paper or Contact Verification:** Have my employer fill out and submit a Verification of Employment (VOE) form and/or allow my lender to contact my employer directly
- 3) **Lender Online Portal Submission:** Upload employment/income documents (e.g., paystubs) to the mortgage lender's portal/online site
- 4) **Email Submission:** Email employment/income documents (e.g., paystubs) to the mortgage lender
- 5) **Paper Submission:** Hand-deliver, mail, or fax employment/income documents (e.g., paystubs) to the mortgage lender
- 6) **Other**, please specify (optional) **/\* OPTIONAL SPECIFY \*/ /\* DO NOT REVERSE \*/**

**/\* END PAGE \*/**



**/\* START PAGE \*/**

**/\* Q575A \*/** During the mortgage process, how did you primarily provide information to your lender to verify your assets for closing / down payment? Choose the primary method used for your current mortgage. **/\* RANDOMLY REVERSE CHOICES \*/**

- 1) **Third-Party Online Verification:** Provide access to my bank/financial accounts online where I give my username and password to a third party (such as Blend, Finicity, other) to access my accounts and confirm assets
- 2) **Lender Online Portal Submission:** Upload asset verification documents (e.g., bank/financial statements) to the mortgage lender's portal/online site
- 3) **Email Submission:** Email asset verification documents (e.g., bank/financial statements) to the mortgage lender
- 4) **Paper Submission:** Hand-deliver, mail, or fax asset verification documents (e.g., bank/financial statements) to the mortgage lender
- 5) **Other**, please specify (optional) **/\* OPTIONAL SPECIFY \*/ /\* DO NOT REVERSE \*/**

**/\* Q575B \*/** If you were to go through the mortgage process again in the future, how would you prefer to verify your assets for closing/down payment with your mortgage lender? Choose your preferred method for future mortgage(s). **/\* RANDOMLY REVERSE CHOICES \*/**

- 1) **Third-Party Online Verification:** Provide access to my bank/financial accounts online where I give my username and password to a third party (such as Blend, Finicity, other) to access my accounts and confirm assets
- 2) **Lender Online Portal Submission:** Upload asset verification documents (e.g., bank/financial statements) to the mortgage lender's portal/online site
- 3) **Email Submission:** Email asset verification documents (e.g., bank/financial statements) to the mortgage lender
- 4) **Paper Submission:** Hand-deliver, mail, or fax asset verification documents (e.g., bank/financial statements) to the mortgage lender
- 5) **Other**, please specify (optional) **/\* OPTIONAL SPECIFY \*/ /\* DO NOT REVERSE \*/**

**/\* END PAGE \*/**

**/\* Q576 \*/** Some lenders ask borrowers to provide access to their accounts online in order to verify availability for funds required for closing / down payment. This can include providing your bank account username and password through a third-party such as Blend, Finicity, or other service.

Did your mortgage lender request access to your bank accounts online? If they did, did you agree to this in order to complete your mortgage application process?

- 1) Yes, I was asked to provide access to my bank account online and I agreed to provide access.
- 2) Yes, I was asked to provide access to my bank account online but I did not agree to provide access.
- 3) No, I was not asked to provide access to my bank account online.

**/\* Q577 \*/** What was the primary reason you did not agree to provide access to your bank account(s) online to verify funds for closing / down payment? **/\* RANDOM ROTATE CHOICES \*/**

- 1) I did not want to provide my bank account username and password
- 2) Concerned about data security
- 3) Concerned that the lender would look at other items on my statements
- 4) Concerned about the length of time they would have access to my accounts
- 5) Funds are in multiple accounts
- 6) Bank account not available through a third-party service



7) Other /\* OPTIONAL SPECIFY \*/ /\* DO NOT ROTATE \*/

/\* Q578 \*/ To what extent do you feel providing online access to your bank accounts helped to process your mortgage faster? /\* RANDOMLY REVERSE CHOICES \*/

- 1) Process was much faster
- 2) Process was a little faster
- 3) Did not change the time for processing
- 4) Increased the time for processing

/\* METRIC A \*/ The next time you are looking for a home to buy or rent would you prefer to complete the following mainly online (via a computer or mobile device) or in person?

- 1) Mainly Online
- 2) Mainly in person (or phone)
- 3) Don't know ## VOLUNTEERED IN CATI, NOT AN EXPLICIT OPTION IN CAWI ##

/\* GRID \*/ /\* RANDOM ROTATE SERIES \*/

/\* Q425R \*/ Looking for a home

/\* Q426R \*/ Selecting a lender (if buying a home)

/\* Q427R \*/ Touring homes

/\* Q428R \*/ Completing mortgage or rental application

/\* Q429R \*/ Signing final documents

/\* END GRID \*/

/\* Q460 \*/ If you were getting a mortgage, how interested would you be in a more digital or fully digital mortgage process, where you could complete more or all steps online?

- 1) Very interested
- 2) Somewhat interested
- 3) Not very interested
- 4) Not at all interested
- 5) Don't know ## VOLUNTEERED IN CATI, NOT AN EXPLICIT OPTION IN CAWI ##

/\* Q409 \*/ Which of the following would you prefer to do if/when you get your next home mortgage?

- 1) Give your lender or an authorized third party permission to access your financial information electronically in order to approve your mortgage
- 2) Gather your financial information and submit it to your lender by yourself so they can approve your mortgage
- 3) Don't know ## VOLUNTEERED IN CATI, NOT AN EXPLICIT OPTION IN CAWI ##

/\* Q411 \*/ If you were to give your lender or an authorized third party permission to access your financial information electronically in order to approve your mortgage, how concerned would you be about the privacy and security of that information?

- 1) Very concerned
- 2) Somewhat concerned
- 3) Not too concerned
- 4) Not at all concerned
- 5) Don't know ## VOLUNTEERED IN CATI, NOT AN EXPLICIT OPTION IN CAWI ##



**/\* Q461R \*/** What do you think are the greatest potential benefits of a digital mortgage process? *Please select all that apply.* **/\* MULTIPLE RESPONSES PERMITTED \*/ /\* RANDOM ROTATE CHOICES \*/**

- 1) It accelerates the process of getting a mortgage
- 2) It makes the process easier
- 3) It reduces the amount of paper used
- 4) It makes the process feel more secure than a traditional paper process
- 5) It may be more objective / reduce bias
- 6) Other **/\* SPECIFY \*/ /\* DO NOT ROTATE \*/ ## VOLUNTEERED IN CATI, NOT AN EXPLICIT OPTION IN CAWI ##**
- 7) Don't know **/\* EXCLUSIVE \*/ /\* DO NOT ROTATE \*/ ## VOLUNTEERED IN CATI, NOT AN EXPLICIT OPTION IN CAWI ##**

## HOUSEHOLD FINANCIAL MANAGEMENT

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**/\* Q112bfilt \*/ ## IF EMPLOYED FULL-TIME OR PART-TIME (Q132 = C1 OR C2) ##** How concerned are you that you will lose your job in the next twelve months?

- 1) Very concerned
- 2) Somewhat concerned
- 3) Not very concerned
- 4) Not at all concerned

**/\* Q116 \*/** How does your current monthly household income compare to what it was twelve months ago?

Would you say it is:

- 1) Significantly higher now
- 2) About the same vs. twelve months ago
- 3) Significantly lower now

## DEMOGRAPHICS

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**/\* DISPLAY \*/** The remaining questions are for statistical purposes only.

**/\* Q125 \*/** What is your current marital status?

- 1) Married or have an unmarried partner
- 2) Single
- 3) Widowed
- 4) Divorced

**/\* METRIC A \*/** We would now like to get a sense of the people in your household. Please provide how many of each of the following live in your house, other than yourself and your spouse or partner:

**/\* Q126 \*/** Children under age 18 **/\* OPEN END NUMERIC (0 TO 20) \*/**

**/\* Q127 \*/** Children age 18-22 **/\* OPEN END NUMERIC (0 TO 20) \*/**

**/\* Q128 \*/** Children age 23 or older **/\* OPEN END NUMERIC (0 TO 20) \*/**

**/\* Q129 \*/** My parents or my spouse's or partner's parents **/\* OPEN END NUMERIC (0 TO 20) \*/**

**/\* Q378 \*/** Other adult roommates **/\* OPEN END NUMERIC (0 TO 20) \*/**



**/\* Q140 \*/** Did you immigrate to the United States from another country?

- 1) Yes
- 2) No

**/\* QGENDER \*/** What sex were you assigned at birth on your original birth certificate?

- 1) Male
- 2) Female

**/\* QGENDER2 \*/** How do you describe yourself?

- 1) Male
- 2) Female
- 3) Transgender
- 4) Do not identify as male, female, or transgender

**/\* Q514 \*/** Which of the following best represents how you think of yourself?

- 1) Gay or lesbian
- 2) Straight, that is not gay or lesbian
- 3) Bisexual
- 4) Something else, please specify **/\* TEXTBOX SPECIFY, SPECIFY REQUIRED IF CHOICE SELECTED \*/**