



Mortgage Lender Sentiment Survey Questionnaire – Q4 2024

/* DISPLAY */ Welcome to the *Mortgage Lender Sentiment Survey*®, a survey conducted by Fannie Mae among senior mortgage executives like you to gather your views and experience with the mortgage market.

We have shortened the survey to 5 minutes, with this survey and each subsequent survey focusing on one key topic to best highlight the specific opportunities and challenges facing the mortgage industry. Your participation is critical to ensure that the survey data provide a credible peer-driven view of mortgage industry trends.

The information you provide in this survey will be kept confidential. Fannie Mae personnel will not have access to the names or identities behind the individual response data. In addition, survey responses will be collected and analyzed by a third-party research vendor that will produce aggregated results to ensure objectivity and anonymity.

Thank you for taking part in this survey, your participation is greatly appreciated.

NHS Tracking Warm-Up Questions

/* DISPLAY */ This first series of questions asks about the overall economy and mortgage lending industry, nationwide. We're specifically interested in your opinion as a senior mortgage executive.

/* Q1 */ In general, do you, as a senior mortgage executive, think the U.S. economy overall is on the right track or the wrong track?

- 1) Right track
- 2) Wrong track
- 3) Don't know

/* Q1A */ Do you think it is very difficult, somewhat difficult, somewhat easy, or very easy for consumers to get a home mortgage today?

- 1) Very difficult
- 2) Somewhat difficult
- 3) Somewhat easy
- 4) Very easy
- 5) Don't know

/* Q2 */ Nationally, during the next 12 months, do you, as a senior mortgage executive, think home prices in general will go up, go down, or stay the same as where they are now?

- 1) Go up
- 2) Go down
- 3) Stay the same
- 4) Don't know



/ Q4a */ ## IF Q2=C1 ##* By about what percent do you, as a senior mortgage executive, think home prices nationally will go up on average over the next 12 months? */* OPEN END NUMERIC (0 TO 100) */*

/ Q5a */ ## IF Q2=C2 ##* By about what percent do you, as a senior mortgage executive, think home prices nationally will go down on average over the next 12 months? */* OPEN END NUMERIC (0 TO 100) */*



Special-Topics Questions – Income and Mortgage Lending

/* QR443 */ Does your firm directly interact with borrowers/consumers on mortgage inquiry, loan application, or underwriting?

- 1) Yes
- 2) No **## SKIP TO Q43 ##**

/*START PAGE*/

/*DISPLAY*/ ## IF QR443=1 ##

In the next section, we would like to gather your views about two different types of fluctuating income that borrowers could use when applying for a mortgage. The two types of income we would like your feedback on are:

- **Digital Gig Economy Income:** Borrowers earn income by performing tasks or services through a digital platform (e.g., Uber, DoorDash, & TaskRabbit). This type of income is typically reported on IRS Form 1099 and borrowers file tax returns indicating they are self-employed (Schedule C).
- **Variable Income:** Borrowers earn income by working as an employee for an employer, but the amount of income earned varies. It typically includes hourly pay with fluctuating hours, commissions, bonuses, and overtime pay. This income is reported on IRS Form W-2.

/*END PAGE*/



The next few questions will focus on the “digital gig economy” income reported on IRS Form 1099.

/*QR529*/ ## IF QR443=1 ## Which of the following best represents the most common usage (primary vs. supplementary) of **digital gig economy income** that borrowers used for mortgages originated by your firm over the past 12 months? **/* RANDOMLY REVERSE ORDER */**

- 1) Digital gig economy income made up the **single source of income** to qualify for the mortgage.
- 2) Digital gig economy income made up the **majority source of income** to qualify for the mortgage.
- 3) Digital gig economy income made up **approximately half of the income** source used to qualify for the mortgage.
- 4) Digital gig economy income made up **less than half of the income** source used to qualify for the mortgage.
- 5) Don't know/Not sure **/* DO NOT ROTATE */**

/*QR530*/ ## IF QR443=1 ## Over the **past** 1-2 years, based on your firm's experience, how has the number of borrowers who used **digital gig economy income** to qualify for mortgages changed? **/* RANDOMLY REVERSE ORDER */**

- 1) Has grown significantly
- 2) Has grown somewhat
- 3) Has stayed about the same
- 4) Has declined somewhat
- 5) Has declined significantly
- 6) Don't know/Not sure **/* DO NOT ROTATE */**

/*QR243R*/ ## IF QR443=1 ## Over the **next** 1-2 years, to what extent do you think the number of borrowers who want to use **digital gig economy income** to qualify for mortgages will grow or decline? **/* RANDOMLY REVERSE ORDER */**

- 1) Will grow significantly
- 2) Will grow somewhat
- 3) Will stay about the same
- 4) Will decline somewhat
- 5) Will decline significantly
- 6) Don't know/Not sure **/* DO NOT ROTATE */**



The next few questions will focus on the “variable” income reported on IRS Form W-2.

/*QR531*/ ## IF QR443=1 ## Over the **past** 1-2 years, based on your firm’s experience, how has the number of borrowers who used **variable income** to qualify for mortgages changed? **/* RANDOMLY REVERSE ORDER */**

- 1) Has grown significantly
- 2) Has grown somewhat
- 3) Has stayed about the same
- 4) Has declined somewhat
- 5) Has declined significantly
- 6) Don’t know/Not sure **/* DO NOT ROTATE */**

/*QR532*/ ## IF QR443=1 ## Over the **next** 1-2 years, to what extent do you think the number of borrowers who want to use **variable income** to qualify for mortgages will grow or decline? **/* RANDOMLY REVERSE ORDER */**

- 1) Will grow significantly
- 2) Will grow somewhat
- 3) Will stay about the same
- 4) Will decline somewhat
- 5) Will decline significantly
- 6) Don’t know/Not sure **/* DO NOT ROTATE */**



/*DISPLAY*/ ## IF QR443=1 ## For the next section, we would like to gather your views and experiences with using **digital gig economy income** and **variable income** for mortgage lending.

/*QR244R*/ ## IF QR443=1 ## With today's lending practices, in your view, how easy or difficult is it to use **digital gig economy income** and **variable income**, separately, to approve a borrower's mortgage application? Please provide a response for each row.

| | Using the income to approve a mortgage application | | | |
|--|--|-----------------------|-----------------------|-----------------------|
| | Very difficult | Somewhat difficult | Somewhat easy | Very easy |
| /*QR244R_1*/ Digital gig economy income <i>[Borrowers earn income by performing tasks or services through a digital platform (e.g., Uber, DoorDash, & TaskRabbit). This type of income is typically reported on IRS Form 1099 and borrowers file tax returns indicating they are self-employed (Schedule C).]</i> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| /*QR244R_2*/ Variable income <i>[Borrowers earn income by working as an employee for an employer, but the amount of income earned varies. It typically includes hourly pay with fluctuating hours, commissions, bonuses, and overtime pay. This income is reported on IRS Form W-2.]</i> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

[If “very difficult” or “somewhat difficult” on either income]

/*QR533*/ ## IF QR443=1 ## You mentioned you find it difficult when using **digital gig-economy income** and/or **variable income** to approve a borrower's mortgage application. Please share your thoughts on why usage of these income sources makes it difficult to approve the borrower's mortgage application. (Optional) **/* OPEN END 1 BOXES 0 REQ */**

/*QR247R*/ ## IF QR443=1 ## Overall, how do you think accepting **digital gig economy income** and **variable income**, separately, for mortgage applications impacts consumers' access to mortgage credit? Please provide a response for each row.



| | Impact on consumers' access to mortgage credit | | | | |
|--|--|---------------|----------------|---------------|--------------------|
| | Significantly help | Somewhat help | Have no impact | Somewhat hurt | Significantly hurt |
| <p>/*QR247R_1*/ Digital gig economy income [Borrowers earn income by performing tasks or services through a digital platform (e.g., Uber, DoorDash, & TaskRabbit). This type of income is typically reported on IRS Form 1099 and borrowers file tax returns indicating they are self-employed (Schedule C).]</p> | ○ | ○ | ○ | ○ | ○ |
| <p>/*QR247R_2*/ Variable income [Borrowers earn income by working as an employee for an employer, but the amount of income earned varies. It typically includes hourly pay with fluctuating hours, commissions, bonuses, and overtime pay. This income is reported on IRS Form W-2.]</p> | ○ | ○ | ○ | ○ | ○ |



/*QR534*/ ## IF QR443=1 ## Listed below are some possible concerns lenders might have when using **digital gig economy** income for borrowers' mortgage applications. Based on your firm's experience, please select up to two of the biggest concerns.

| ## randomize, except "other" and "none of the above" always being the last ## | Using Digital Gig Economy Income | |
|---|----------------------------------|---|
| | /*QR534a*/ Biggest concern | /*QR534b*/ ## Allow skipping ## 2 nd biggest concern |
| Income calculation | <input type="radio"/> | <input type="radio"/> |
| Limited industry standards or investor guidelines | <input type="radio"/> | <input type="radio"/> |
| Income history and stability requirements | <input type="radio"/> | <input type="radio"/> |
| Employment re-verification prior to close | <input type="radio"/> | <input type="radio"/> |
| Borrower default/delinquency risk | <input type="radio"/> | <input type="radio"/> |
| Documentation requirements | <input type="radio"/> | <input type="radio"/> |
| Other (Please specify _____) | <input type="radio"/> | <input type="radio"/> |
| None of the above (I don't see concerns). | <input type="radio"/> | |

/*QR535*/ ## IF QR443=1 ## Listed below are some possible concerns lenders might have when using **variable** income for borrowers' mortgage applications. Based on your firm's experience, please select up to two of the biggest concerns.

| ## randomize in same order as QR534, except "other" and "none of the above" always being the last ## | Using Variable Income | |
|--|------------------------------|---|
| | /*QR535*/ Biggest concern | /*QR535b*/ ## Allow skipping ## 2 nd biggest concern |
| Income calculation | <input type="radio"/> | <input type="radio"/> |
| Limited industry standards or investor guidelines | <input type="radio"/> | <input type="radio"/> |
| Income history and stability requirements | <input type="radio"/> | <input type="radio"/> |
| Employment re-verification prior to close | <input type="radio"/> | <input type="radio"/> |
| Borrower default/delinquency risk | <input type="radio"/> | <input type="radio"/> |
| Documentation requirements | <input type="radio"/> | <input type="radio"/> |
| Other (Please specify _____) | <input type="radio"/> | <input type="radio"/> |
| None of the above (I don't see concerns). | <input type="radio"/> | |



/*QR536*/ ## IF QR443=1 ## Overall, do you find current underwriting guidelines from GSEs, Government, or non-GSE investors for using **digital gig economy** income and **variable** income, separately, for mortgage lending are too detailed, about right, or not detailed enough?

| | Current Underwriting Guidelines from Investors | | |
|--|--|-----------------------|--|
| | Too detailed (need to be more flexible) | About right | Not detailed enough (need to be more prescriptive) |
| /*QR536_1*/ Digital gig economy income [Borrowers earn income by performing tasks or services through a digital platform (e.g., Uber, DoorDash, & TaskRabbit). This type of income is typically reported on IRS Form 1099 and borrowers file tax returns indicating they are self-employed (Schedule C).] | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| /*QR536_2*/ Variable income [Borrowers earn income by working as an employee for an employer, but the amount of income earned varies. It typically includes hourly pay with fluctuating hours, commissions, bonuses, and overtime pay. This income is reported on IRS Form W-2.] | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

/*QR537*/ ## IF QR443=1 ## Please share your thoughts on how GSEs, Government, or non-GSE investors could improve access to mortgage credit for individuals with **digital gig economy** income or **variable** income. (Optional). **/* OPEN END 1 BOXES 0 REQ */**

/* Q43 */ This is the last question. Are there other topics that you think would be interesting or useful to be included in the future survey among senior mortgage executives like yourself? (Optional) **/* OPEN END 1 BOXES 0 REQ */**

/* DISPLAY */ This now completes the survey. We really appreciate you taking the time to contribute to this important industry research.

You can find the previous studies on the [Mortgage Lender Sentiment Survey®](#) page on FannieMae.com.

Please note that responses to the survey questions will be aggregated and analyzed solely to identify important topics, trends, and issues surrounding the mortgage industry. To ensure the confidentiality of the



survey, Fannie Mae personnel will not have access to the names or identities behind the individual response data.

At this point, you may close your browser window or **click below** to enter your email address if you would like to receive a copy of this special-topic survey report when it's released. To ensure that your survey responses remain anonymous, after clicking on the link you will be directed to a separate website to enter your email address.