



Mortgage Lenders Weigh the Impact of Artificial Intelligence

The mortgage industry is increasingly leveraging digital technologies to reduce errors and costs, speed up transactions, and drive richer and better customer service. As part of its quarterly Mortgage Lender Sentiment Survey®, Fannie Mae’s experts surveyed senior mortgage executives to better understand lenders’ views about Artificial Intelligence (AI) and Machine Learning (ML) technology. More specifically, they wanted to understand lenders’ AI/ML adoption objectives, implementation challenges, and which application ideas are most appealing. Here’s what they found:

Objectives of AI/ML Technology Adoption



Improving operational efficiency



Enhancing customer/borrower experience

Challenges to Implementing AI/ML Technology



Integration complexity with current infrastructure



Costs too high



Lack of proven record of success

Most Appealing AI/ML Application Ideas

1

Anomaly Detection Automation: Enable machines to process data from various sources to identify fraud or detect defects early in the underwriting process

2

Borrower Default Risk Assessment: Enable machines to examine all available information (financial and non-financial) to better predict the probability of borrower default and allow lenders to take proactive steps, as necessary

→ [Hear more from our research team and read the full findings - Mortgage Lender Sentiment Survey®](#)