

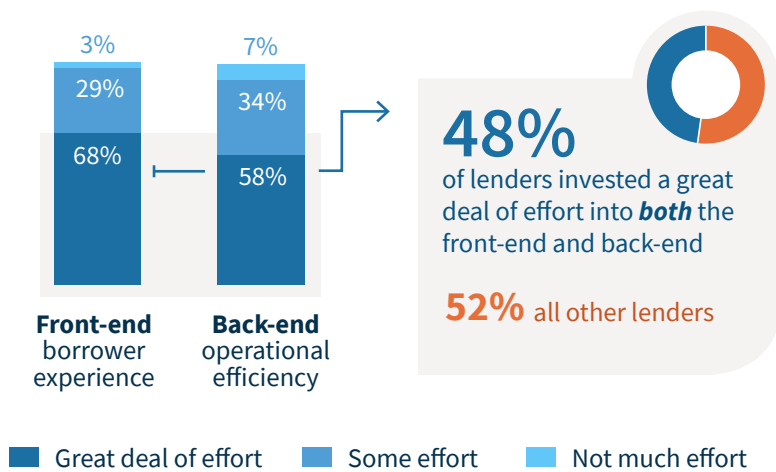


Digital transformation:

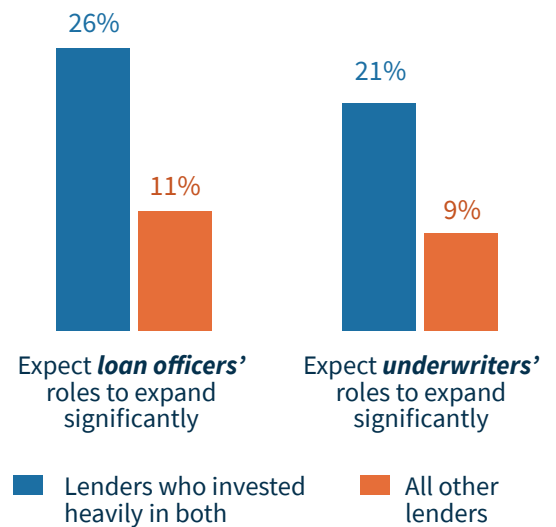
Lenders report on benefits, impact to workforce

Our Economic and Strategic Research (ESR) team conducted a study of senior mortgage executives to better understand the impact of investing in digital transformation on their workforce. Among the findings: Forty-eight percent of lenders reported that they invested a “great deal of effort” into both the front-end consumer borrower experience and back-end operational efficiency, with the vast majority experiencing increased productivity, the ability to attract more customers, and a lower workforce turnover rate.

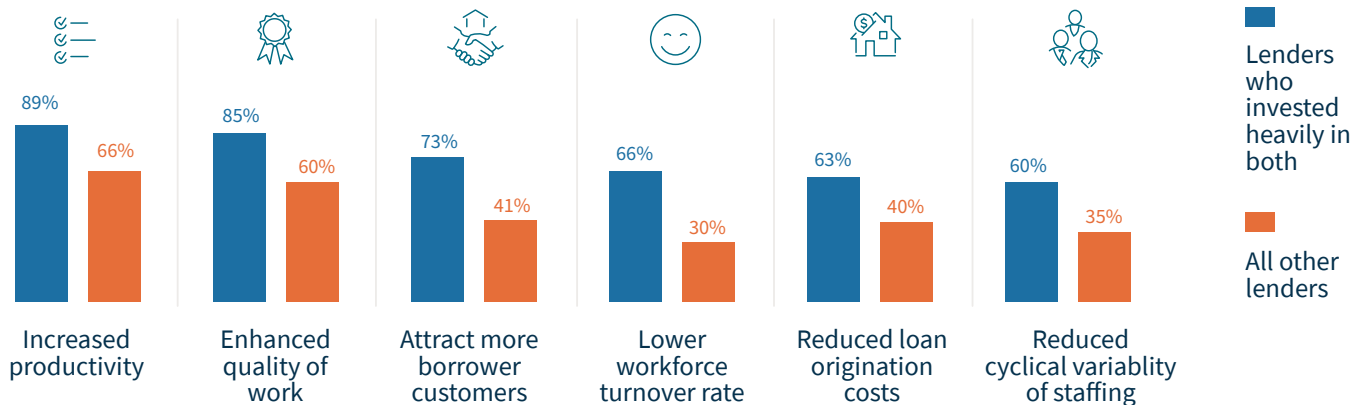
Lenders’ investment in digital transformation



... and its impact on key roles



Benefits of investing in digital transformation



Hear more from [our research team](#), or read the [full findings of our survey](#).

Led by Senior Vice President and Chief Economist Doug Duncan, our [Economic & Strategic Research \(ESR\) Group](#) studies current data, analyzes historical and emerging trends, and conducts surveys of consumer and mortgage lender groups to provide forecasts and analyses on the economy, housing, and mortgage markets.