



## Mortgage Lender Sentiment Survey Questionnaire Quarterly Tracking Study – Q3 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

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**/\* 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) \*/***

### **Rotating Questions – Closing Costs**

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***/\* DISPLAY \*/*** For the next few questions, we would like to gather your views about closing costs.

Closing costs are fees and charges associated with purchase or refinance of a property due at closing, typically itemized under “Closing Cost Details” on the Closing Disclosure. They generally include:

- Loan-related amounts such as origination fees, discount points, title exam, lender’s title insurance, appraisal fees, and prepaid items such as taxes and insurance escrow payments; and
- Other costs, such as owner’s title insurance, real estate agent commissions, inspections, and transfer taxes.

The Consumer Financial Protection Bureau’s TILA-RESPA Integrated Disclosure (TRID) rule requires all settlement fees to be disclosed in the form of a Loan Estimate and the integrated Closing Disclosure. The objective of the Loan Estimate and Closing Disclosure documents is to simplify and clarify the terms of the loan that a borrower is applying for, while also showing how much money is needed at closing and for what purpose.

***/\* QR551 \*/*** First, based on your firm’s experience, how easy or difficult is it to explain closing costs to your customers (consumer borrowers)? ***/\* RANDOMLY REVERSE CHOICES \*/***

- 1) Very easy
- 2) Somewhat easy
- 3) Somewhat difficult
- 4) Very difficult
- 5) Don’t know/Not sure ***/\* DO NOT ROTATE \*/***
- 6) Not applicable (my firm does not interact with consumer borrowers) ***/\* DO NOT ROTATE \*/***

***/\* QR552 \*/*** How easy or difficult has it been for your firm to accurately estimate closing costs?

***/\* RANDOMLY REVERSE CHOICES \*/***

- 1) Very easy
- 2) Somewhat easy
- 3) Somewhat difficult
- 4) Very difficult
- 5) Don’t know/Not sure ***/\* DO NOT ROTATE \*/***
- 6) Not applicable (my firm does not interact with consumer borrowers) ***/\* DO NOT ROTATE \*/***



**/\* QR553 \*/** Overall, how valuable do you think simplifying and standardizing closing-cost line-item descriptions will be for the mortgage lending industry? **/\* RANDOMLY REVERSE CHOICES \*/**

- 1) Very valuable
- 2) Somewhat valuable
- 3) Not very valuable
- 4) Not valuable
- 5) Don't know/Not sure **/\* DO NOT ROTATE \*/**

**/\* QR554a \*/ ## IF QR553=1 ##** You mentioned that you believe simplifying and standardizing closing-cost line-item descriptions will be **very valuable** for the mortgage lending industry. Please share your thoughts on why, such as what values you expect these efforts will bring to the mortgage industry or any concerns you have. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**

**/\* QR554b \*/ ## IF QR553=2 ##** You mentioned that you believe simplifying and standardizing closing-cost line-item descriptions will be **somewhat valuable** for the mortgage lending industry. Please share your thoughts on why, such as what values you expect these efforts will bring to the mortgage industry or any concerns you have. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**

**/\* QR554c \*/ ## IF QR553=3 ##** You mentioned that you believe simplifying and standardizing closing-cost line-item descriptions will **not be very valuable** for the mortgage lending industry. Please share your thoughts on why, such as what values you expect these efforts will bring to the mortgage industry or any concerns you have. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**

**/\* QR554d \*/ ## IF QR553=4 ##** You mentioned that you believe simplifying and standardizing closing-cost line-item descriptions will **not be valuable** for the mortgage lending industry. Please share your thoughts on why, such as what values you expect these efforts will bring to the mortgage industry or any concerns you have. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**



**/\* METRIC A \*/** Listed below are some potential benefits of closing-cost line-item description simplification and standardization efforts. Based on your firm's experience, please select up to two of the most important benefits you think these efforts would bring to the mortgage industry.

**/\* RANDOM ROTATE CHOICES \*/**

- 1) Reducing cycle time
- 2) Lowering consumer/borrower closing costs
- 3) Reducing compliance costs
- 4) Increasing transparency (making it easier to explain costs to consumers/borrowers)
- 5) Helping consumers/borrowers comparison-shop
- 6) Enhancing closing costs data accuracy and consistency
- 7) Increasing confidence in preparing cost estimates for Loan Estimate and Closing Disclosure documents
- 8) Other **/\* SPECIFY \*/ /\* DO NOT ROTATE \*/**
- 9) None of the above (I don't see any benefits) **/\* DO NOT ROTATE \*/**

**/\* QR555a \*/ Most important benefit**

**/\* QR555b \*/ Second most important benefit**

**/\* METRIC A \*/** Listed below are some possible challenges that the mortgage lending industry might face when implementing closing-cost line-item description standardization efforts. Based on your experience, please select up to two of the biggest implementation challenges. **/\***

**RANDOM ROTATE CHOICES \*/**

- 1) Getting key players (e.g., lenders, investors, third-party service providers, & government agencies) to align on standardization
- 2) Technology updates (e.g., integration with GSE automated underwriting systems, LOS, industry data portals, etc.)
- 3) Cost to implement process and technology updates
- 4) Consumer education/marketing
- 5) Internal training/education
- 6) Internal governance/legal/oversight process
- 7) Other **/\* SPECIFY \*/ /\* DO NOT ROTATE \*/**
- 8) None of the above (I don't foresee challenges) **/\* DO NOT ROTATE \*/**

**/\* QR556a \*/ Biggest challenge**

**/\* QR556b \*/ Second biggest challenge**



***/\* METRIC A \*/*** Listed below are some key areas for closing costs. In your view, which areas present the biggest opportunities for the industry to **better define and clarify cost line items to increase transparency**? Please select up to two areas.

Hover over the terms in the table in black underlined text to see the definitions. ***/\* RANDOM ROTATE CHOICES \*/***

- 1) Lender fees such as loan origination, underwriting, and processing fees
- 2) Property-related fees such as Appraisal fee and Survey fee
  - Appraisal fee hover: Fee for an independent and objective appraiser's opinion of the market value of the property.
  - Survey fee hover: Fee for conducting and creating a survey of the property. Survey drawings show the property's boundaries and any encroachments or easements on the land.
- 3) Borrower credit report and/or income/assets/employment verification fees
  - Full statement hover: Fees to obtain borrower credit reports for assessing credit risk or fees charged to verify borrower income, assets and employment.
- 4) Lender's title insurance premium or attorney opinion letter (AOL) fee
  - Full statement hover: Lender's title insurance policy or AOL protects the lender with respect to the priority of the lenders' lien against the property. Most lenders require borrowers to pay for a lender's title insurance policy or AOL.
- 5) Other title-related fees such as title search
  - Full statement hover: Fees to obtain a title insurance policy such as title search, title exams, title certification, endorsements, closing protection, insurance binders, and commitment fees.
- 6) Settlement/Closing fees
  - Full statement hover: Fees related to conducting and finalizing the loan settlement or real estate closing transaction, such as closing fee, settlement fee, title closing fee
- 7) Other fees such as document-preparation fee, application fee, document delivery fee, wire transfer fee, notary fee, etc.
- 8) Real estate agent commissions/fees
- 9) Other ***/\* SPECIFY \*/ /\* DO NOT ROTATE \*/***
- 10) None of the above ***/\* DO NOT ROTATE \*/***

***/\* QR557a \*/ Biggest opportunity***

***/\* QR557b \*/ Second biggest opportunity***

***/\* QR558a \*/ ## IF QR557a=1 ##*** You mentioned that you believe the cost line items in the area of **lender fees such as loan origination, underwriting, and processing fees** need to be better defined and clarified to increase transparency. Please share your thoughts on why, such as what issues you are seeing and what can be improved. (Optional) ***/\* OPEN END 1 BOXES 0 REQ \*/***

***/\* QR558b \*/ ## IF QR557a=2 ##*** You mentioned that you believe the cost line items in the area of **property-related fees such as Appraisal fee and Survey fee** need to be better defined and



clarified to increase transparency. Please share your thoughts on why, such as what issues you are seeing and what can be improved. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**

**/\* QR558c \*/ ## IF QR557a=3 ##** You mentioned that you believe the cost line items in the area of **borrower credit report and/or income/assets/employment verification fees** need to be better defined and clarified to increase transparency. Please share your thoughts on why, such as what issues you are seeing and what can be improved. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**

**/\* QR558d \*/ ## IF QR557a=4 ##** You mentioned that you believe the cost line items in the area of **lender's title insurance premium or attorney opinion letter (AOL) fee** need to be better defined and clarified to increase transparency. Please share your thoughts on why, such as what issues you are seeing and what can be improved. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**

**/\* QR558e \*/ ## IF QR557a=5 ##** You mentioned that you believe the cost line items in the area of **other title-related fees** need to be better defined and clarified to increase transparency. Please share your thoughts on why, such as what issues you are seeing and what can be improved. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**

**/\* QR558f \*/ ## IF QR557a=6 ##** You mentioned that you believe the cost line items in the area of **Settlement/Closing fees** need to be better defined and clarified to increase transparency. Please share your thoughts on why, such as what issues you are seeing and what can be improved. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**

**/\* QR558g \*/ ## IF QR557a=7 ##** You mentioned that you believe the cost line items in the area of **other fees such as document-preparation fee, application fee, document delivery fee, wire transfer fee, notary fee, etc.** need to be better defined and clarified to increase transparency. Please share your thoughts on why, such as what issues you are seeing and what can be improved. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**

**/\* QR558h \*/ ## IF QR557a=8 ##** You mentioned that you believe the cost line items in the area of **real estate agent commissions/fees** need to be better defined and clarified to increase transparency. Please share your thoughts on why, such as what issues you are seeing and what can be improved. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**

**/\* QR558i \*/ ## IF QR557a=9 ##** You mentioned that you believe the cost line items in the area of **/\* [INSERT QR557a=9 \*/** need to be better defined and clarified to increase transparency. Please share your thoughts on why, such as what issues you are seeing and what can be improved. (Optional) **/\* OPEN END 1 BOXES 0 REQ \*/**



***/\* METRIC A \*/*** Which areas do you think present the biggest opportunities for the industry to **reduce closing costs overall**? Please select up to two areas.

Hover over the terms in the table in black underlined text to see the definitions. ***/\* RANDOM ROTATE CHOICES \*/***

- 1) Lender fees such as loan origination, underwriting, and processing fees
- 2) Property-related fees such as Appraisal fee and Survey fee
  - Appraisal fee hover: Fee for an independent and objective appraiser's opinion of the market value of the property.
  - Survey fee hover: Fee for conducting and creating a survey of the property. Survey drawings show the property's boundaries and any encroachments or easements on the land.
- 3) Borrower credit report and/or income/assets/employment verification fees
  - Full statement hover: Fees to obtain borrower credit reports for assessing credit risk or fees charged to verify borrower income, assets and employment.
- 4) Lender's title insurance premium or attorney opinion letter (AOL) fee
  - Full statement hover: Lender's title insurance policy or AOL protects the lender with respect to the priority of the lenders' lien against the property. Most lenders require borrowers to pay for a lender's title insurance policy or AOL.
- 5) Other title-related fees such as title search
  - Full statement hover: Fees to obtain a title insurance policy such as title search, title exams, title certification, endorsements, closing protection, insurance binders, and commitment fees.
- 6) Settlement/Closing fees
  - Full statement hover: Fees related to conducting and finalizing the loan settlement or real estate closing transaction, such as closing fee, settlement fee, title closing fee
- 7) Other fees such as document-preparation fee, application fee, document delivery fee, wire transfer fee, notary fee, etc.
- 8) Real estate agent commissions/fees
- 9) Other ***/\* SPECIFY \*/ /\* DO NOT ROTATE \*/***
- 10) None of the above ***/\* DO NOT ROTATE \*/***

***/\* QR559a \*/ Biggest opportunity***

***/\* QR559b \*/ Second biggest opportunity***

***/\* QR560a \*/ ## IF QR559a=1 ##*** You mentioned that you believe the biggest opportunity to reduce closing costs would be in the area of **lender fees such as loan origination, underwriting, and processing fees**. Please share your thoughts on why or how, such as what can be done to bring down the costs in this area. (Optional) ***/\* OPEN END 1 BOXES 0 REQ \*/***

***/\* QR560b \*/ ## IF QR559a=2 ##*** You mentioned that you believe the biggest opportunity to reduce closing costs would be in the area of **property-related fees such as Appraisal fee and Survey fee**. Please share your thoughts on why or how, such as what can be done to bring down the costs in this area. (Optional) ***/\* OPEN END 1 BOXES 0 REQ \*/***



***/\* QR560c \*/ ## IF QR559a=3 ##*** You mentioned that you believe the biggest opportunity to reduce closing costs would be in the area of **borrower credit report and/or income/assets/employment verification fees**. Please share your thoughts on why or how, such as what can be done to bring down the costs in this area. (Optional) ***/\* OPEN END 1 BOXES 0 REQ \*/***

***/\* QR560d \*/ ## IF QR559a=4 ##*** You mentioned that you believe the biggest opportunity to reduce closing costs would be in the area of **lender's title insurance premium or attorney opinion letter (AOL) fee**. Please share your thoughts on why or how, such as what can be done to bring down the costs in this area. (Optional) ***/\* OPEN END 1 BOXES 0 REQ \*/***

***/\* QR560e \*/ ## IF QR559a=5 ##*** You mentioned that you believe the biggest opportunity to reduce closing costs would be in the area of **other title-related fees**. Please share your thoughts on why or how, such as what can be done to bring down the costs in this area. (Optional) ***/\* OPEN END 1 BOXES 0 REQ \*/***

***/\* QR560f \*/ ## IF QR559a=6 ##*** You mentioned that you believe the biggest opportunity to reduce closing costs would be in the area of **Settlement/Closing fees**. Please share your thoughts on why or how, such as what can be done to bring down the costs in this area. (Optional) ***/\* OPEN END 1 BOXES 0 REQ \*/***

***/\* QR560g \*/ ## IF QR559a=7 ##*** You mentioned that you believe the biggest opportunity to reduce closing costs would be in the area of **other fees such as document-preparation fee, application fee, document delivery fee, wire transfer fee, notary fee, etc.** Please share your thoughts on why or how, such as what can be done to bring down the costs in this area. (Optional) ***/\* OPEN END 1 BOXES 0 REQ \*/***

***/\* QR560h \*/ ## IF QR559a=8 ##*** You mentioned that you believe the biggest opportunity to reduce closing costs would be in the area of **real estate agent commissions/fees**. Please share your thoughts on why or how, such as what can be done to bring down the costs in this area. (Optional) ***/\* OPEN END 1 BOXES 0 REQ \*/***

***/\* QR560i \*/ ## IF QR559a=9 ##*** You mentioned that you believe the biggest opportunity to reduce closing costs would be in the area of ***/\* INSERT QR559a=9 \*/***. Please share your thoughts on why or how, such as what can be done to bring down the costs in this area. (Optional) ***/\* OPEN END 1 BOXES 0 REQ \*/***





## Wrap Up

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**/\* 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.