

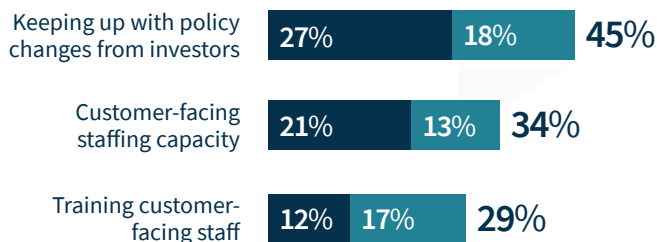


Servicers report biggest challenges implementing COVID-19 assistance programs

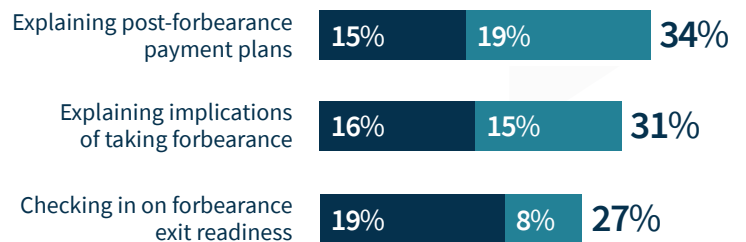
Our Economic & Strategic Research (ESR) team surveyed senior mortgage executives to better understand the servicing challenges of implementing COVID-19 assistance programs, as well as how those challenges compared to the 2008 crisis. Among the top challenges cited by mortgage servicers of the current crisis were keeping up with policy changes from investors, customer-facing staffing capacity, and communicating clearly to homeowners their post-forbearance options. Additionally, a plurality of respondents found most aspects of mortgage servicing to have been less challenging in 2020 than in 2008.

Top challenges reported by mortgage servicers during the COVID-19 pandemic:

Providing mortgage relief options



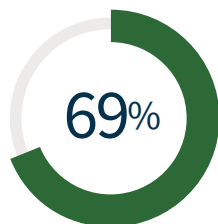
Interacting with homeowners



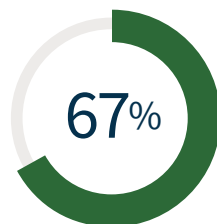
■ Biggest challenge ■ Second biggest challenge

2008 or 2020? Mortgage servicers compared the difficulty of the challenges faced by area:

% saying **less** challenging than 2008

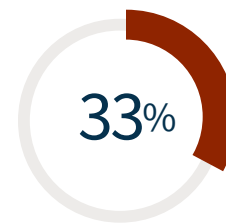


Helping homeowners stay in their homes



Easing the process for homeowners to request assistance

% saying **more** challenging than 2008



Keeping up with policy changes from investors

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