



TECHNICAL REPORT 2

National Survey of Mortgage Originations Technical Documentation

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1. Introduction

The National Mortgage Database (NMDB®) program is jointly funded and managed by the Federal Housing Finance Agency (FHFA) and the Bureau of Consumer Financial Protection (BCFP). The program is designed to provide a rich source of information about the U.S. mortgage market based on a five percent sample of residential mortgages. It has three primary components:

1. the National Mortgage Database (NMDB);
2. the quarterly National Survey of Mortgage Originations (NSMO); and
3. the annual American Survey of Mortgage Borrowers (ASMB).

The NMDB program enables FHFA to meet the statutory requirements of section 1324(c) of the Federal Housing Enterprises Financial Safety and Soundness Act of 1992, as amended by the Housing and Economic Recovery Act of 2008 (HERA).¹ Specifically, FHFA must, through a monthly survey of the mortgage market, collect data on the characteristics of individual mortgages, including those eligible for purchase by Fannie Mae and Freddie Mac and those that are not, and including subprime and nontraditional mortgages. In addition, FHFA must collect information on the creditworthiness of borrowers, including a determination of whether subprime and nontraditional borrowers would have qualified for prime lending.²

For BCFP, the NMDB program supports policymaking and research efforts, and helps identify and understand emerging mortgage and housing market trends. BCFP uses the NMDB, among other purposes, in support of the market monitoring called for by the Dodd-Frank Wall Street Reform and Consumer Protection Act (Dodd-Frank Act), including understanding how mortgage debt affects consumers and for retrospective rule review required by this statute.³

FHFA and BCFP considered existing databases but determined that none sufficiently supported the above objectives and that a new database had to be created.⁴ The NMDB is a de-identified loan-level database of closed-end first-lien residential mortgages. It: (1) is representative of the market as a whole; (2) contains detailed, loan-level information on the terms and performance of mortgages, as well as characteristics of the associated borrowers and properties; (3) is continually updated; (4) has an historical component dating back before the financial crisis of 2008; and (5) provides a sampling frame for NSMO and ASMB.

The core data in NMDB are drawn from a statistical random 1-in-20 sample of all closed-end first-lien mortgage files outstanding at any time from January 1998 through the present and held in the files of Experian, one of the three national credit bureaus.⁵ The use of a sample substantially reduces the privacy risk associated with any data collection. By contrast, a universal registry can present challenges for privacy since it is known that a particular loan must

¹ Housing and Economic Recovery Act of 2008, Pub. L. 110–289, 122 Stat. 2654 (2008).

² FHFA interprets the NMDB project as a whole, including NSMO, as the “survey” required by the Safety and Soundness Act. The statutory requirement is for a monthly survey. Core inputs to the NMDB, such as a regular refresh of credit-repository data, occur monthly, though NSMO is conducted quarterly.

³ Dodd-Frank Wall Street Reform and Consumer Protection Act, Pub. L. 111-203, 124 Stat. 1376 (2010).

⁴ For a fuller description of the NMDB, including a discussion of existing sources and their limitations, see NMDB Technical Report 1 at www.fhfa.gov/nmdb.

⁵ Experian was chosen through a competitive procurement process to assist in creating the NMDB.

be in the dataset. However, for a 1-in-20 sample, the odds are 95 out of 100 that a particular loan is not in the database. In addition, the sample used is large enough to support almost all types of statistically valid analyses but small enough to manage logistically, thus dramatically reducing both contract and computing costs.

A random 1-in-20 sample of mortgages newly reported to Experian is added each quarter. Mortgages are followed in the NMDB database until they terminate through prepayment (including refinancing), foreclosure, or maturity. Information from credit repository files on each borrower associated with the mortgages in the NMDB sample is collected from at least one year prior to origination to one year after termination of the mortgage. The information on borrowers and loans available to FHFA, BCFP, or any other authorized user of the NMDB data is de-identified and does not include any directly identifying information such as borrower name, address, or Social Security number.

NSMO is designed to complement the core NMDB by providing information, particularly related to mortgage shopping, that is not available in the database. The survey is voluntary and its target universe is newly originated closed-end first-lien residential mortgages and their associated borrowers. To achieve this objective, NSMO draws its sample from mortgages that are part of NMDB which, in turn, draws its sample from the same target universe of new loans.

Beginning with loans originated in 2013, a simple random sample of about 6,000 loans per quarter is drawn from loans newly added to NMDB for NSMO. At present, this represents a sampling rate of roughly 1-in-15 from NMDB (or 1-in-300 from all originations since NMDB itself is a 1-in-20 sample of loans).⁶

The remainder of this technical report is organized as follows. The second through fourth sections of this technical report provides background details on development of NSMO. The second section discusses the development of the survey questionnaire, including the approval granted by the Office of Management and Budget (OMB) as required by the Paperwork Reduction Act. The third section discusses the survey sampling frame and timeline, and the fourth section discusses the logistics of conducting the survey.

The fifth through ninth sections provide analysis and a discussion about the editing process of the survey data. The fifth section presents an analysis of survey responses for the first 18 waves of survey mail out. The sixth section explains how the usable population for analysis is derived from the first 15 waves. The seventh section describes the data cleaning, editing, and imputation processes used to refine the usable survey dataset. The eighth section discusses the construction of nonresponse-adjusted sample weights. The ninth section of the document discusses sampling error of the survey.⁷ The tenth section describes a public-use data file newly available to the public for analysis.

⁶ As of this writing, NSMO is currently in the field with Wave 19. Data in this document represent Waves 1 through 18 with detailed analysis of the responses to Waves 1 to 15.

⁷ There are three Appendices to this document. Appendix A presents the survey cover letters and the NSMO questionnaire used for Waves 15 through 18. Appendix B lists the retired survey questions. Appendix C cites the codebook that shows the changes in questions over the waves and tabulations with un-weighted frequency responses for all questions for the first 15 waves of the survey associated with mortgages originated from 2013 to 2016. These observations represent those included in the public-use data file.

2. Development of the Survey

In reaction to the financial crisis of 2008, Freddie Mac developed a pilot version of what has become NSMO. The pilot was administered as a mail survey to about 1,500 individuals drawn from data maintained by Experian, one of the three national credit bureaus. The pilot used a sample frame similar to that currently used by NSMO. The pilot survey response rate of 12 percent was much lower than hoped.

To improve the response rate, Freddie Mac retained the services of Don A. Dillman, of Washington State University, a leading expert in mail survey methods. Dr. Dillman focused on improving the survey response rate by changing: (1) the contacting strategy; (2) the participation incentives; (3) the communication strategy; and (4) the questionnaire format. His changes were incorporated into a second pilot survey in February 2011 that sampled new Freddie Mac purchase and refinance loans, and this second pilot survey had a vastly improved response rate of 60 percent.

In the fall of 2012, Freddie Mac conducted a third pilot survey targeting a representative national sample of new 2011 mortgage borrowers drawn from Experian files. The response rate for this survey was about 45 percent.

The improvements instituted in the later pilot surveys confirmed the effectiveness of using credit reporting bureau records as the survey sampling frame as well as the effectiveness of the questionnaire and methodology.

The NSMO questionnaire draws heavily on the questionnaires piloted by Freddie Mac and leverages the input of an advisory group of industry experts from government, non-profit organizations, advocacy groups, trade groups, and academia that Freddie Mac convened when creating their questionnaires. This group played a significant role in ensuring that NSMO provided information of interest to policymakers, researchers, and data analysts.

The NSMO focuses on topics such as mortgage shopping behavior, mortgage closing experiences, and other information that cannot be obtained from other sources, such as borrowers' expectations regarding house price appreciation and experiences of critical household financial events (for example, a period of unemployment, large medical expenses, or divorce). In general, borrowers are not asked to provide mortgage terms in the questionnaire, since these fields are available in the Experian data. However, the survey collects selected details about the mortgage to compare borrower's views with those of credit and administrative records and to verify that the credit repository records and survey responses pertain to the same mortgage.

By interagency agreement between FHFA and BCFP, FHFA led the production of NSMO.⁸ This included seeking public comments concerning information collection as required by the Paperwork Reduction Act. On April 25, 2013, FHFA published in the *Federal Register* a 60-day Notice of Submission of Information Collection for Approval from the OMB. No comments

⁸ An interagency agreement between FHFA and BCFP (known then as the Consumer Financial Protection Bureau), was signed on September 12, 2012 where the costs of the survey and the development of the NMDB are to be shared equally between the two agencies.

were received for this notice. Subsequently, on July 1, 2013, FHFA published a 30-day Notice of Submission of Information Collection for Approval from OMB indicating that FHFA had received no comments during the 60-day comment period.

Following these *Federal Register* notices, OMB reviewed the FHFA application and approved the request in December 2013, assigning NSMO a control number of 2590-0012 with an expiration date of December 31, 2016. In April 2014 FHFA published a revised system of records notification (SORN) in the *Federal Register* extending the system of records entitled “National Mortgage Database Project” to cover NSMO. The second and third revisions of the SORN were published in the *Federal Register* in August 2015 and December 2016 respectively.

After obtaining OMB approval, FHFA modified an existing contract with Experian, which subcontracted the survey administration through a competitive process to Westat, a nationally-recognized survey vendor. Fair Credit Reporting Act (FCRA) rules dictate that the survey process, because it utilizes borrower names and addresses drawn from credit reporting bureau records, must be administered through Experian in order to maintain consumer privacy.⁹

The NMDB staff consulted with Experian, Westat, and the Freddie Mac advisory group between December 2013 and February 2014 to finalize the survey questionnaire and supporting materials. The initial survey wave was mailed out in April 2014, and a new wave of the survey has been conducted each quarter since.

In the process of applying for a three-year extension of the OMB control number, FHFA published in the *Federal Register* a 60-day Notice of Submission of Information Collection for Approval from the OMB on September 13, 2016. Two comment letters were received for this notice. Subsequently, on December 28, 2016, FHFA published a 30-day Notice of Submission of Information Collection for Approval from OMB indicating that FHFA had received two comment letters during the 60-day comment period. OMB reviewed the FHFA application and approved the request on April 20, 2017, and extended the collection authority for NSMO through April 30, 2020.

⁹ The Fair Credit Reporting Act (FCRA), Public Law No. 91-508, was enacted in 1970 and substantially amended since, to promote accuracy, fairness, and the privacy of personal information assembled by credit reporting agencies (CRAs). The Act's primary protection requires that CRAs follow “reasonable procedures” to protect the confidentiality, accuracy, and relevance of credit information. To do so, the FCRA establishes a framework of requirements for credit report information that include rights of data quality (right to access and correct), data security, use limitations, requirements for data destruction, notice, user participation (consent), and accountability.

3. Detailed Survey Sample Frame and Timeline

Following the update of NMDB at the end of each quarter, FHFA randomly selects 6,000 of the closed-end first-lien mortgage loans newly added to NMDB for NSMO.¹⁰ At present this represents about a 1-in-300 sampling rate from the population of such loans as a whole. Loans are selected at random from mortgages newly reported to Experian with the additional conditions that the mortgage be reported to Experian within a year of origination and that the borrowers have not been selected for an earlier NSMO survey.

After the sample is selected, Experian eliminates any potential respondents who have opted out of previous surveys or are deemed not to have useable addresses or names, or are on a do-not-contact list for some other reason (a small number). Industry guidance (Metro 2 Industry Standards for Credit Reporting) requires that servicers must supply a billing address for each borrower on a trade line (including mortgages). Experian generally uses these borrower billing addresses as the survey mailing addresses. Where there are multiple addresses and borrowers associated with a survey sample loan, Table 1 reflects the rules for selecting the borrower(s) and address to which the survey is mailed. The survey is sent to no more than two borrowers who share a common address. FHFA and BCFP never receive the names or addresses chosen for the survey. Only Experian and Westat, as Experian's subcontractor, have access to this information.

Table 1. Rule for Best Address		
Number of Borrowers	Same or Different Address	Resulting Survey Recipient
1	Not Applicable	One borrower with Experian's associated best address
2	Same	Two borrower names with one common best address
2	Different	The one borrower and associated best address with the lowest number of open mortgages
>2	Same	Two borrowers with one common best address that has the highest number of trade lines reported
>2	Different	The one borrower and associated best address with the lowest number of open mortgages

¹⁰ For a fuller description of how loans are selected for the NMDB, see NMDB Technical Report 1.

4. Survey Logistics

The survey implementation strategy includes four respondent contacts over a seven-week period:¹¹

- Week 1 Printed questionnaire, cover letter, and cash incentive (entire survey sample population)¹²
- Week 2 1st reminder letter (entire survey sample population)
- Week 5 2nd reminder letter, printed questionnaire, and additional cash incentive (sampled borrowers who have not responded by Week 4)
- Week 7 3rd reminder letter, which includes the due date for returning the questionnaire, to close the communication loop (sampled borrowers who have not responded by Week 6)

Participation in the survey is voluntary, and respondents are assured the confidentiality of their responses. The first and the third contacts contain a printed survey questionnaire and a five dollar cash incentive which respondents are free to keep regardless of whether they return the questionnaire. The mailings and printed questionnaires detail how respondents can also complete the survey online in either English or Spanish using instructions and a unique “survey PIN number” provided in the questionnaire packet. At first, approximately one third of the overall survey responses were completed online, but that share is approaching 50 percent in recent waves.

Mail surveys are processed for four weeks after the third reminder letter, so the field period comprises 12 weeks in total. It takes between five and six weeks to draw the new NMDB sample, identify and combine duplicative records, draw the NSMO sample, process it at Experian, and print the survey materials. Thus, the survey cycle typically begins six weeks after the end of a quarter and extends about five weeks into the next quarter.

All returned questionnaires and any non-delivered mail are sent directly to Westat and not to FHFA, BCFP, or Experian. All survey responses received by Westat are purged of any information related to the name of the borrower, address of the borrower, or name of any financial institution. This is done to maintain the de-identified confidential nature of the data and to ensure that the survey responses cannot be connected to a name or address.

During the first eight weeks of each cycle, Experian maintains a NSMO call center to address any questions by respondents. This call center also allows respondents to “opt out” of the survey and future surveys. Both FHFA and BCFP describe the survey on their websites so that respondents can independently verify the legitimacy of the survey. The agency officials whose signature is on the cover letter (Sandra Thompson at FHFA and David Silberman at BCFP) are identified on the websites as senior employees of their respective agencies.

¹¹ Changes made to the survey questionnaire are shown in the codebook referenced in Appendix C.

¹² The cover letters mailed with the survey questionnaire are shown in Appendix A.

Once the active phase of a survey cycle ends, it takes about 25 days for Westat to scan and edit returned questionnaires, combine them with on-line responses, and create an electronic data file. This file is delivered to FHFA through Experian. It takes an additional eight weeks to complete additional processing of survey responses, to create preliminary sample weights, and to assemble a preliminary user data file.

The timeline described above applies to each quarterly data release. Because some loans take longer than six months to be reported to the credit bureaus, a data file fully representative of a calendar year will generally not be available until December of the following year.

5. Survey Response Analysis

As described in the previous section, NSMO typically samples 6,000 new originations each quarter. However, in 2014, the first year of the survey, FHFA conducted modified versions of the first three waves in April, June, and September. Wave 1 (April) included a sample of 15,000 mortgages. This was a catch up period to cover cases originated in 2013 and newly reported to Experian in the archives for June, September and December 2013. For this first wave, 1.5 percent or 218 survey invitations were not delivered, resulting in a net delivered population of 14,782 (see Table 2). The survey was in the field for 11 weeks and yielded 5,793 completed surveys, with 169 borrowers opting out of the survey and the remaining 8,820 not returning a questionnaire. If the undelivered survey invitations are treated as ineligible, this represented a 39.2 percent response rate (5,793/14,782).

Table 2. Survey Return Analysis

Wave	Estimated Newly Reported Mortgages	Average Sampling Weight	Surveys Mailed	Postal Non-Delivery	Surveys Delivered	Surveys Completed				Opt-Out
						Total	By Mail	Online English	Online Spanish	
1	6,963,150	464.21	15,000	218	14,782	5,793	4,410	1,360	23	169
2	888,420	296.14	3,000	37	2,963	1,076	858	214	4	31
3	1,685,760	280.96	5,992	110	5,882	2,073	1,534	524	15	40
4	1,527,736	263.63	5,795	86	5,709	2,020	1,496	514	10	53
5	1,465,371	247.32	5,925	126	5,799	2,089	1,567	520	2	39
6	1,057,938	238.92	4,428	38	4,390	1,489	1,133	353	3	31
7	2,182,968	296.64	7,352	147	7,205	2,494	1,744	744	6	39
8	1,933,374	326.97	5,913	99	5,814	1,899	1,305	587	7	24
9	1,726,675	292.31	5,907	155	5,752	1,824	1,230	584	10	42
10	1,490,494	253.27	5,885	98	5,787	1,765	1,148	607	10	36
11	1,642,906	278.27	5,904	172	5,732	1,733	1,097	627	9	21
12	2,034,715	343.76	5,919	167	5,752	1,778	1,078	687	13	18
13	2,146,571	363.21	5,910	127	5,783	1,885	1,197	675	13	32
14	1,848,864	318.55	5,804	107	5,697	1,681	1,085	588	8	21
15	1,571,973	270.61	5,809	139	5,670	1,537	765	760	12	24
16	1,742,005	305.24	5,707	165	5,542	1,507	757	738	12	26
17	1,751,304	304.31	5,755	113	5,642	1,647	879	762	6	45
18	1,507,378	262.93	5,733	166	5,567	1,536	812	711	13	32
Total	35,164,219	314.70	111,738	2,270	109,468	35,826	24,095	11,555	176	723
<i>Percent of Mailed Surveys</i>			100.0%	2.0%	98.0%	32.1%	21.6%	10.3%	0.2%	0.6%

Wave 2 (June) included 3,000 surveys and was for mortgages that were originated in 2013 and newly-reported to Experian between January and March 2014. The postal non-delivery rate for this wave was somewhat lower than for the first wave at 1.2 percent. The questionnaire for this survey was the same as that used for the first wave except that, as described in the next section, a

critical clarification was added to the initial survey filter question. The overall response rate for Wave 2 was 36.3 percent, resulting in 1,076 completed questionnaires. There were 31 borrowers who opted out of the survey.

For Wave 3 (August), Westat mailed out 6,000 surveys representing mortgages that were originated in 2013 and reported to Experian between March and June 2014 within a year of origination as well as any mortgages originated in 2014 and reported to Experian between January and June 2014. The postal non-delivery rate for this third wave was somewhat higher than Waves 1 and 2 at 1.8 percent, or 110 sample cases. The overall response rate for the third wave was 35.2 percent, resulting in 2,073 completed questionnaires, and 42 borrowers opted out of the survey.

The fourth wave, mailed in November 2014, and the sample was the first that is comparable to subsequent surveys. It was comprised of any mortgage newly reported to Experian in the quarter just ended (July to September 2014) that was reported within a year of origination. It also represented the initial wave where Experian eliminated potential sample cases deemed to not have legitimate addresses or names prior to mailing. This resulted in a sample of 5,795 cases. Other than slight changes to two questions, the questionnaire was unchanged from prior waves. The response rate for this wave was similar to that of Waves 2 and 3. There was a fairly constant low percentage of the sample that was non-deliverable or elected to opt out of the survey. This confirms that Experian's methodology for choosing the best mailing address has been working well.

The fifth wave, mailed in February 2015, followed the same process as the fourth wave and the questionnaire was unchanged between waves four and five. A total of 5,925 questionnaires were mailed out to borrowers associated with mortgages first reported to Experian between October and December 2014.

The sixth wave, mailed on May 2015 to borrowers newly reported to Experian between January and March 2015, used the same questionnaire as the third and fourth waves. Because revisions were anticipated for the questionnaire used with the seventh and later waves, however, all respondents selected for the sixth wave whose mortgages were originated in 2015 were held back, and surveys for these cases were mailed concurrently with the seventh wave in August 2015. As a result, all respondents reporting on mortgages originated in 2015 received the same questionnaire.

Initial analysis of data, in the spring of 2015, from the first four waves of the survey resulted in the addition and removal of some questions. In addition, the wording of several questions was modified. Details of the questionnaire changes are shown in the codebook referenced in Appendix C. These revisions were incorporated into the seventh wave of the survey, which was mailed in August 2015. Wave 7 consisted of three samples drawn independently. The first were 1,236 respondents selected for Wave 6 with loans originated in 2015. The second were 4,981 respondents with mortgages newly reported to Experian between April and June 2015 (the normal quarterly sample frame). Finally a special sample of 1,142 borrowers residing in "remote rural" counties as defined using a USDA criteria with 2014 loan originations reporting to

Experian within a year of origination was selected.¹³ Each subsample was assigned a different sample weight.

The eighth, ninth and tenth waves followed the same process as the fourth and the fifth waves. The questionnaire used in the ninth and the tenth waves included a few minor clarifications of the questionnaire used in the seventh and eighth waves. The eighth wave questionnaire was mailed in November 2015 to 5,913 borrowers associated with mortgages newly reported to Experian between July and September 2015. The ninth wave questionnaire was mailed in February 2016 to 5,907 borrowers with mortgages newly reported to Experian between October and December 2015. The tenth wave questionnaire was mailed in May 2016 to 5,885 borrowers with mortgages newly reported to Experian between January and March 2016.

The 11th and 12th waves used a slightly revised questionnaire. Question changes reflected issues highlighted in the cleaning and editing process for Waves 5 to 7. Details of the questionnaire changes are shown in the codebook referenced in Appendix C. The 11th wave questionnaire was mailed in August 2016 to 5,904 borrowers with mortgages newly reported to Experian between April and June 2016 and the 12th wave questionnaire was mailed in November 2016 to 5,919 borrowers with mortgages newly reported to Experian between July and September 2016.

The questionnaire used in the 13th and 14th waves added several questions related to borrowers' language. The 13th wave was mailed in February 2017 to 5,910 borrowers with mortgages newly reported to Experian between October and December 2016, and the 14th wave was mailed in May 2017 to 5,804 borrowers with mortgages newly reported to Experian between January and March 2017.

The questionnaire was revised for the 15th wave to reflect issues highlighted in the cleaning and editing process for waves 8-11. Details of the questionnaire changes are shown in the codebook referenced in Appendix C. The 15th wave questionnaire was mailed in August 2017 to 5,812 borrowers with mortgages newly reported to Experian between April and June 2017.

The questionnaire was unchanged for Waves 16 to 18 with slight changes in Wave 19. The 16th wave was mailed in November 2017 to 5,812 borrowers with mortgages newly reported to Experian between July and September 2017; the 17th wave in February 2018 to 5,758 borrowers with mortgages newly reported to Experian between October and December 2017; the 18th wave was mailed in May 2018 to 5,776 borrowers with mortgages newly reported to Experian between January and March 2018; and the 19th wave, which is still in the field as of this writing, was mailed in August 2018 to 5,762 borrowers with mortgages newly reported to Experian between April and June 2018.

¹³ See <http://www.ers.usda.gov/data-products/rural-urban-continuum-codes/documentation.aspx> for the USDA definition of "rural" used for this sample.

6. Usable Survey Responses

Returned questionnaires and on-line responses were evaluated to determine the set of usable responses. Table 3 below summarizes the results of this analysis through the 15 waves which have been completely processed and illustrates the four criteria for rejecting a completed questionnaire.

The first criterion is a “no” response to the first question (Q1). Q1 is used as a screener question to confirm that the survey respondent took out a mortgage during the reporting period (which Experian records suggest that they did). In the first wave, a surprisingly high number of 764 respondents said that they had not taken out a mortgage. An analysis of these responses suggests that some respondents who had refinanced their mortgage did not consider the loan a new mortgage. Consequently in Wave 2, the wording of Q1 was changed to add the phrase “including any mortgage refinances.” With this change, the share of “no” responses to Q1 decreased from 13 percent to 8 percent.

Table 3. NSMO Usable Population												
Survey Wave	Returned	Duplicate or Ineligible	Answered No to Q1	Did Not Finish Survey	Wrong Loan	Useable	2013 Loan	Normal 2014 Loan	Remote Rural 2014 Loan	2015 Loan	2016 Loan	2017 Loan
1	5,793	70	738	129	217	4,639	4,639	0	0	0	0	0
2	1,076	12	85	16	39	924	924	0	0	0	0	0
3	2,073	28	110	36	61	1,838	511	1,327	0	0	0	0
4	2,020	156	88	47	65	1,664	11	1,653	0	0	0	0
5	2,089	34	82	46	62	1,865	5	1,860	0	0	0	0
6	1,489	113	69	30	50	1,227	0	1,227	0	0	0	0
7	2,494	49	148	78	101	2,118	0	193	301	1,624	0	0
8	1,899	35	74	28	60	1,702	0	12	0	1,690	0	0
9	1,824	30	72	27	39	1,656	0	1	0	1,655	0	0
10	1,765	47	84	40	58	1,536	0	0	0	1,060	476	0
11	1,733	37	92	38	38	1,528	0	0	0	156	1,372	0
12	1,778	40	116	49	51	1,522	0	0	0	12	1,510	0
13	1,885	43	106	52	54	1,630	0	0	0	2	1,628	0
14	1,681	37	75	52	44	1,473	0	0	0	0	1,120	353
15	1,537	21	144	79	34	1,259	0	0	0	0	179	1,080
Total	31,136	752	2,083	747	973	26,581	6,090	6,273	301	6,199	6,285	1,433
Percent of Mailed Surveys	32.9%	0.8%	2.2%	0.8%	1.0%	28.1%	6.4%	6.6%	0.3%	6.6%	6.6%	1.5%

The next exclusion criterion eliminates breakoffs, defined as those for which the respondent did not answer almost all questions from the middle of the survey through the end or answered less than 50 percent of the questions. The third criterion for exclusion was for respondents who provided information on the wrong loan. The sampling frame was tied to a particular loan associated with the borrower. However, the questionnaire did not refer explicitly to that loan. Instead, respondents who had taken out multiple loans during the reference period were asked to report on the “most recent.” In some instances this was not the sample loan. This was a particular problem in Wave 1 which, as a “catch up” survey, had a relatively long reference period. Also, some respondents who have refinanced their mortgage report on the original home purchase mortgage rather than the refinance. Finally, in a few instances it appears that the survey went to the wrong person, with answers bearing no resemblance to the sample loan features as characterized by Experian records. In each of these circumstances the survey response was removed from the data set used for analysis.

The last category of unusable surveys comes from respondents whose sample loans were ultimately removed from the NMDB after the survey had been executed either because they were deemed to have duplicate trade lines and to not meet the criteria for remaining in the NMDB or where the sample loan was determined to be a second and not a first mortgage lien. In some instances the survey response itself led to the removal, as margin notes or comments indicated that the loan was a second lien. This was a particular problem in Wave 4 where a significant number of respondents were removed from the NMDB for reasons unrelated to the survey.

Given this, the rate of usable responses in each wave is lower than the survey response rates reported earlier. Overall, 26,581 usable responses were obtained from 94,546 sample cases (for a rate of 28.1%).

7. Cleaning, Editing, and Imputing Responses

The survey responses, once delivered to FHFA, are subjected to thorough editing and review. The initial phase consists of standard editing—correcting numbers reported in the wrong units, changing answers in responses based on margin notes and comments, assigning responses for questions with open-ended “other” responses, dealing with multiple responses to a question that calls for only one response, and deciding how to handle situations where respondents followed the wrong skip pattern.

During the initial process of cleaning responses from Waves 1 to 4, examination of responses suggested questions that respondents may have frequently misunderstood or misinterpreted. For example, three questions were judged to be particularly problematic¹⁴:

1. How many separate units does your mortgage cover?: Inconsistencies between the self-reported loan amount and the amount reported in the credit bureau data suggested that the number of units that a mortgage covered in a property was sometimes answered incorrectly.
2. Owned other residential properties besides this one?: In many instances, credit bureau data indicated that the borrower had previous mortgages contrary to the response to this question.
3. How important were each of the following in determining the mortgage you took out? A term of less than 30 years: The term of the loan reported by the lender in many cases did not match responses to Q16.

It also seems that some respondents with sample loans on investment properties may have provided information on their primary residence property and neighborhood rather than that of their investment property.

These problems were addressed in changes made to the questionnaire for Wave 7 based on the June 2015 archive. However, users should be aware of these interpretation inconsistencies when using data from the earlier waves.

One advantage that NSMO has over other surveys is the availability of credit and administrative data, much of which appears to be quite reliable. These data can be used to assist in the editing and imputation process. Four primary sources of such data are available in processing NSMO: (1) credit data from Experian on sample loans; (2) data collected by Experian from other data sources on the survey respondents, including loan servicers and data companies; (3) information from matches to administrative loan files (Fannie Mae, Freddie Mac, Federal Housing Administration (FHA), Department of Veteran Affairs (VA), and Rural Housing Services (RHS)); and (4) information for loans that could be matched to Home Mortgage Disclosure Act

¹⁴ A list of retired survey questions are provided in Appendix B.

(HMDA) files (HMDA data through calendar year 2017 are available as of this writing).¹⁵ Additional information from property file matches is also available for this purpose.

The credit and administrative data are used to determine which borrower in the Experian data corresponded to the respondent (and spouse/partner of the respondent) in the survey and to infer the loan the respondent had in mind when answering the survey. These data are also useful in determining if respondents correctly identified their loan as a home purchase loan or a refinance.

Tabulations of the raw un-weighted—but edited—responses to all the questions in the survey are presented in the tabulations cited in Appendix C. Data are presented for usable observations in Waves 1 through 15 with loan originations between 2013 and 2016. These observations are those included in the public use data file.

After editing and cleaning the survey response data, the NMDB staff impute missing responses using statistical models estimated based on credit and administrative data and answers to other questions in the survey. Imputations are performed to replicate the level of inherent inconsistencies between related variables in the actual (non-imputed) responses by the respondents. Actual responses are generally not changed (except in cases where they are edited as described above). In order to preserve the original responses, the raw responses are retained with missing responses coded as such. A parallel set of variables (“X” variables) are constructed where all missing responses are imputed and necessary responses are edited as described above. Each instance in which an X variable differs from original responses is recorded by a shadow variable that indicate the method and reason whereby the change was made. Missing responses typically total about 3 to 5 percent for most questions and only in a few instances were more than 10 percent. The X variables are not created when a directly comparable credit or administrative variable is available for all respondents (*e.g.*, loan amount, loan payment, number of co-signers) as comparable credit or administrative variables can be used in lieu of survey responses in analysis. Instead, Z variables are created in their place to indicate whether or not the respondents answered the question.

The statistical models used to impute each question depend on the type of question. The most common type of question provides a simple yes or no answer. A binomial logistic model provides an estimated probability of a yes answer. In some questions, such as the number of lenders or brokers the respondent seriously considered, the answers are in a logical order. For these types of questions, an ordered logistic model is used to determine the probability of each answer. In other questions the order does not matter and the answer choices are not related to the previous choice. For these questions, a multinomial logistic model is used and the reference group is selected to be the most common answer. Again, the model produces a probability of

¹⁵ Merges with other administrative files are conducted behind a firewall at Experian using borrower name, address, date of birth and Social Security number to insure the highest quality match accuracy (neither FHFA nor BCFP staff ever receive such information). However, merges between the NMDB or NSMO and HMDA have to rely on variables common to both datasets, including the original loan balance, the opening date of the mortgage and the general location of the property (census tract or state/county) but not property address or borrower name. Unfortunately, mortgage servicers report the billing address of the mortgage borrowers to Experian, but this is not necessarily the property address, particularly for mortgages on non-owner occupied properties. Those, when converted to a census tract for matching it may be incorrect. Thus, HMDA merges are less accurate than those employing directly identifying information such as name and Social Security number because the latter are less reliant on address.

each answer response. A random number is drawn with a different seed for every question and it is then compared to the probability of each response level. When the random number falls below the cumulative probability of an answer, that answer is used as the imputed response. This method injects some randomness to the imputed answers, but the goal is to provide a distribution of imputed answers that mimics the distribution of the answers where no imputation was necessary.

The dependent variable (y_i) in all the models used is a value for the missing answer. The vector of characteristics (x_i) can include information from the credit files or answers to survey questions. Key demographic variables (age, gender, education, ethnicity, and income) are imputed first. For these variables, high quality administrative data are generally available and can be used directly to impute a value for the X variable. For example, lender-reported information provides high quality data on age. Administrative data also provide reliable information on race, income, and interest rate. HMDA data, which are currently available for loans originated up through 2017, also provide reliable information on race, income, and gender.

The next set of variables that are imputed using models cover the lead-in questions that trigger a branch question. In some cases the respondent forgets to answer the lead-in question, but does provide a response to the follow-up question. For most of these the follow-up question gives us enough information to select a response to the lead-in question that is consistent with the follow-up question answer. When both a lead-in and follow-up question get skipped by the respondent, both are imputed with one of the imputation models.

The initial imputation models first use all the respondents who provided answers using a fairly standard set of predictors to provide an initial imputation. The models use age, loan amount, credit score, loan type, education and income level. Once the initial imputation values are established, the models are enhanced for any predictor that provides a good fit to the models and these models use actual and imputed values from all respondents. The missing values are imputed statistically using an iterative process where each subsequent run of the model uses the actual responses and the imputed responses from the previous run. Iterating in this way ensures that correlations among the imputed values will better reflect correlations among observations where responses were available.

As the recursive models run, the coefficient of each predictor variable in each model is tracked and compared with values from the previous runs. The recursive runs are only stopped when the coefficients have settled down with minimal changes in the last few runs. This ensures that the recursive effect on each model has fed into all the predictions of imputed values and stabilized.

To find the best model for each imputation, the last recursive run is selected and the actual response is subtracted from the predicted value of the response. The difference represents the error term or the portion of the probability of a response that was not explained by the predictive variables. A large matrix of error terms is constructed and the values are tested for correlation. Error terms with correlations above 0.30 percent get explored as possible indicators of new predictor variables. Each year, new predictors are placed into the recursive model and the results are tested to see if the model improves. With improved models, the recursive runs are restarted until all the beta coefficients settle down again.

8. Sample Non-Response Weights

There are several ways calculations based on the NSMO raw survey responses may not be representative of the population as a whole. First, as shown earlier in the Table 2, the survey waves do not have the same sampling rates. Second, only about one-third of the sampled borrowers completed the survey. Commonly, in survey sampling, some individuals chosen for the sample are unwilling or unable to participate in the survey. Non-response bias is the bias that results when respondents differ systematically from non-respondents. A common method for mitigating possible non-response bias is to use weights to align the characteristics of respondents and the population more closely. This is known as “non-response weighting.” Such weights are generally calculated from statistical models.

Often, little is known about survey non-responders, thus the statistical models used to construct non-response weights are quite simplistic. Compared with many other surveys, however, the NSMO has extensive credit and administrative data on both responding and non-responding borrowers that can be used to estimate non-response weights.

Sample non-response weights are estimated with logistic models separately for each sample wave and within a wave for loans with a single borrower versus those with multiple borrowers. The models estimate the probability of getting a usable response for each wave of the survey. The predictive equations have had pseudo-R-square values ranging from 0.1346 to 0.3046. The largest pseudo-R-square values were for models estimated on data from Wave 15. Key predictive variables included are: loan amount, borrower age, the income relied upon for underwriting, the combined loan-to-value ratio, an indicator of whether it was a home purchase or refinance loan, and the interest rate spread over the prevailing prime interest rate at origination. The models also control for credit score, for geography using Census Divisions, and for demographic characteristics on family composition, race, ethnicity, gender, and educational attainment.

The model’s predicted probabilities of response were placed into 5 groups. Because the lowest probability of a response resulted in small sample sizes, this group included 24 percent of the sample and the other groups each had 19 percent. The average of the response rates from each of these five groups was used to calculate a response weight as the inverse of these five average rates. Once within-wave sample non-response weights are estimated, they are multiplied by the wave sample weight to provide an overall weight.

Table 4 demonstrates the effect of differential sampling weights for the first 15 waves. Column one shows the distribution among various demographic and loan categories of the raw survey responses. Column two provides the distribution using estimated overall weights. Finally, column three shows the average overall weight for each category.

Table 4. Overall Weights, 2013 - 2016 Originations (Waves 1-15)			
	Unweighted Percentage	Weighted Percentage	Average Weight
Loan Category			
Purchase, First-Time Homeowner	13.3%	16.9%	1,421
Purchase, Repeat Homeowner	28.8%	26.1%	1,015
Purchase, Seasonal Home	1.7%	1.4%	906
Purchase, Relative Home	0.7%	0.6%	967
Purchase, Investment Home	2.1%	2.1%	1,127
Refinance, Homeowner Cashout	18.3%	17.7%	1,085
Refinance, Homeowner Regular	31.5%	31.1%	1,102
Refinance, Seasonal Home	0.8%	0.7%	986
Refinance, Relative Home	0.4%	0.4%	1,194
Refinance, Investor Home	2.5%	3.0%	1,333
	100%	100%	
Loan Size			
\$50,000 or Less	2.8%	3.9%	1,563
\$50,001 to \$99,999	14.6%	16.8%	1,286
\$100,000 to \$149,999	20.7%	21.2%	1,145
\$150,000 to \$199,999	17.5%	17.0%	1,083
\$200,000 to \$249,999	13.0%	12.2%	1,050
\$250,000 to \$299,999	9.6%	8.7%	1,017
\$300,000 to \$349,999	6.5%	6.0%	1,021
\$350,000 to \$399,999	4.8%	4.3%	1,001
\$400,000 or more	10.5%	9.9%	1,061
	100%	100%	
Mortgage Term to Maturity			
Less than 15 Years	4.5%	4.9%	1,209
15 Years	17.2%	16.0%	1,039
15 to 30 Years	6.5%	6.5%	1,107
30 Years or More	71.8%	72.7%	1,132
	100%	100%	
Respondent Credit Score			
Lower than 620	4.0%	6.4%	1,803
620 to 639	3.2%	4.3%	1,504
640 to 659	4.9%	6.4%	1,479
660 to 679	5.7%	7.0%	1,389
680 to 699	6.4%	7.4%	1,286
700 to 719	7.4%	8.2%	1,235
720 to 739	9.3%	9.4%	1,128
740 or Higher	59.2%	50.9%	961
	100%	100%	

9. Sampling Error

Errors in survey values can stem from several sources. Sampling error—the variability expected in estimates based on a sample instead of a census—is often an important source of error. For NSMO, estimates of statistics that apply to most mortgages may be measured with reasonable precision, but sampling variability will generally be greater for estimates for less-common types of loans or mortgage features.

Other errors occur because borrowers who respond to the survey or to a particular question are not random. Imputation and sample non-response weights correct for some of this error but not all. Other errors occur when respondents interpret a question differently than intended by the survey or other respondents. As noted above, for some questions this problem was serious enough to call into question the use of the variable.

Analyses of these data with software that assumes the data are from a simple random sample will under-estimate the standard errors (statistical precision) of the estimates. Users are encouraged to use analytic procedures (so-called “survey” procedures in most major statistical analysis packages) that take into account the effect of the differential sampling and non-response adjustment weights on the estimates.

10. Public Use File

On November 8, 2018, FHFA and BCFP released the first NSMO public use file based on the first 15 quarterly waves of the survey. It contains data for 24,847 sample mortgages originated from 2013 through 2016 based on more than 6,000 returned surveys per year.¹⁶ To ensure that the public use file adequately protects privacy, FHFA entered into an agreement with the U.S. Census Bureau to conduct an independent third party assessment of the proposed public use file to determine whether personally identifiable information (PII) can be re-identified from the NSMO public use data set by matching against other publicly available data sets. On October 5, 2018, the Census Bureau submitted a memorandum to FHFA stating that the NSMO public use data that FHFA proposes to release meets the Census Bureau's privacy standard for public release.

The public use file excludes virtually all geographic variables, and this exclusion is the primary method used to protect privacy. Specifically, the public use file excludes geographical information such as Census region, Census division, state, county, city, zip code, and Census tract. It only includes a flag indicating whether the property associated with the mortgage was in a metropolitan area tract designated as low-to-moderate income (LMI) for Community Reinvestment Act (CRA) purposes, non-CRA-LMI metropolitan tract, or in a non-metropolitan area. The public use file contains around 300 survey data elements on mortgage shopping behavior, mortgage closing experience as well as borrower perception, opinion, and outlook about their mortgages. It also contains around 100 supplementary data elements about the sample mortgages and borrowers, such as the loan amount (in \$50,000 categories), loan-to-value ratio, debt-to-income ratio, origination and quarterly VantageScore[®] 3.0 credit scores of borrowers, and quarterly performance status of the mortgages through June 2018.

¹⁶ The NSMO public use file does not include 301 "remote rural" special sample loans originated in 2014 because they were sampled differently.

Appendix A. NSMO Letters and Questionnaire, Waves 15 to 18

This appendix shows the National Survey of Mortgage Originations (NSMO) cover letters and survey questionnaire (or instrument) that was mailed to the borrowers associated with the sampled mortgages during Waves 15 through 18. All the questionnaires used in Waves 1 through 18 are available on www.fhfa.gov/nsmodata.

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1234567 101
<FIRST NAME1> <LAST NAME1>
<FIRST NAME2> <LAST NAME2>
<ADDRESS>
<CITY> <STATE> <ZIP>

August 7, 2017

We are writing to ask for your help with an important national survey to learn about borrowers' experiences in getting a mortgage. Whether you took out a **new mortgage or refinanced an existing loan**, we want to hear about your experience. Learning directly from borrowers will help us improve lending practices and the mortgage process for future borrowers.

Our agencies, the Federal Housing Finance Agency and the Consumer Financial Protection Bureau, are working together on behalf of all consumers to ensure access to consumer financial products and services and that these markets are fair, transparent, and competitive.

We want to make it as easy as possible for you to answer this survey. You can complete the paper copy* enclosed, or complete the survey online. The online version may be easier to complete because it skips questions that do not apply to you. Online responses also are processed more quickly making it less likely that you will receive follow-up reminders to complete this survey.

To complete the survey online:

GO TO www.NSMOSurvey.com

LOG IN with your unique survey PIN #: <123 456 789>

The survey will take **about 20 minutes** to complete and we enclosed a small token of appreciation for your time and help. If you have any questions, please call toll free **1-855-339-7877** or visit our websites: **fhfa.gov** or **consumerfinance.gov**.

Respectfully,

Sandra Thompson
Deputy Director of Housing, Mission, and Goals
Federal Housing Finance Agency

David M. Silberman
Associate Director for Research, Markets, and Regulation
Consumer Financial Protection Bureau

* This survey is voluntary. The code numbers on the survey are there to aid in processing and keep track of returned surveys. No names or other identifying information is ever included in the data. To ensure your survey is returned to us, please use the postage-paid return envelope enclosed. You are not asked for any identifying information, so please do not identify yourself in any way on the envelope or questionnaire.



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<FIRST NAME1> <LAST NAME1>
<FIRST NAME2> <LAST NAME2>
<ADDRESS>
<CITY> <STATE> <ZIP>

7 de agosto de 2017

Le escribimos para pedir su ayuda con una importante encuesta nacional para conocer la experiencia de los consumidores al conseguir una hipoteca. Ya sea que usted sacó una **nueva hipoteca o refinanció una hipoteca existente**, queremos conocer sus experiencias. Aprender directamente de los prestatarios nos ayudará a mejorar las prácticas de préstamos y el proceso de la hipoteca para los prestatarios futuros.

Nuestras agencias, la Agencia Federal de Financiamiento de la Vivienda (FHFA) y la Oficina de Protección Financiera al Consumidor (CFPB), están trabajando juntos en nombre de todos los consumidores para garantizar que tengan acceso a los mercados para los productos y servicios financieros de consumo y que estos mercados sean equitativos, transparentes y competitivos.

Queremos que contestar esta encuesta le resulte lo más fácil posible. Puede completar esta encuesta impresa* que aquí se adjunta o la puede completar por Internet. Es posible que la encuesta por Internet sea más fácil de completar ya que se saltan las preguntas que no le corresponden a su situación. Las respuestas por Internet se procesan con mayor rapidez; por lo tanto, será menos probable que usted reciba recordatorios para completar esta encuesta.

Para completar la encuesta por Internet:

VAYA A www.NSMOSurvey.com

INICIE una sesión ingresando su número PIN único: <123 456 789>

Completar la encuesta le tomará **unos 20 minutos**. Hemos adjuntado una pequeña muestra de agradecimiento por su tiempo y ayuda. Si tiene alguna pregunta, llámenos a nuestra línea directa y gratuita **1-855-339-7877** o visite nuestras páginas web: **fhfa.gov** o **consumerfinance.gov**.

Atentamente,

Sandra Thompson
Directora adjunta de Housing, Mission, and Goals
Federal Housing Finance Agency

David M. Silberman
Subdirector de Research, Markets, and Regulation
Consumer Financial Protection Bureau

* Esta encuesta es voluntaria. Los códigos numéricos de la encuesta ayudan con el procesamiento y seguimiento de las encuestas devueltas. Nunca se incluirán en los datos ningún nombre o información que lo pudiera identificar. Para asegurarnos de que su encuesta nos llegue bien, por favor, utilice el sobre con franqueo pagado adjunto. No se le pide ninguna información de identificación, así que por favor no escriba su nombre en el sobre o cuestionario.



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<CITY> <STATE> <ZIP>

August 14, 2017

Last week we sent you a request for help with a study we are conducting to better understand the experiences people have when obtaining a home mortgage. Whether you took out a **new mortgage or refinanced an existing loan**, your experience is important to us.

If you have already responded, we thank you for your help. If you have not yet had time to respond, we hope that you will do so soon.

If you no longer have the paper copy, you can complete the survey online. The online version may be easier because it skips questions that do not apply to you. Online responses also are processed more quickly making it less likely that you will receive follow-up reminders to complete this survey.

To complete the survey online:

GO TO www.NSMOSurvey.com

LOG IN with your unique survey PIN #: <123 456 789>

The survey should take **about 20 minutes** to complete. If you have any questions, please call toll free **1-855-339-7877** or visit one of our websites: fhfa.gov or consumerfinance.gov.

We look forward to receiving your questionnaire.

Sandra Thompson
Deputy Director of Housing, Mission, and Goals
Federal Housing Finance Agency

David M. Silberman
Associate Director for Research, Markets, and Regulation
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<FIRST NAME2> <LAST NAME2>
<ADDRESS>
<CITY> <STATE> <ZIP>

14 de agosto de 2017

La semana pasada le enviamos una solicitud de ayuda con un estudio que estamos realizando para entender mejor las experiencias de las gente tiene cuando la obtención de una hipoteca de la casa. Ya sea que usted sacó una **nueva hipoteca o refinanció una hipoteca existente**, su experiencia es importante para nosotros.

Si ya nos ha contestado, le agradecemos por su ayuda. Si aún no ha tenido tiempo de responder, esperamos que lo haga pronto.

Si ya no tiene la versión impresa de la encuesta, la puede completar por Internet. Es posible que la encuesta por Internet sea más fácil de completar ya que se saltan las preguntas que no le corresponden a su situación. Las respuestas por Internet se procesan con mayor rapidez; por lo tanto, será menos probable que usted reciba recordatorios para completar esta encuesta.

Para completar la encuesta por Internet:

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Completar la encuesta le tomará **unos 20 minutos**. Si tiene alguna pregunta, llámenos a nuestra línea directa y gratuita **1-855-339-7877** o visite una de nuestras páginas web: **fhfa.gov** o **consumerfinance.gov**.

Esperamos con interés recibir su cuestionario.

Sandra Thompson
Directora adjunta de Housing, Mission, and Goals
Federal Housing Finance Agency

David M. Silberman
Subdirector de Research, Markets, and Regulation
Consumer Financial Protection Bureau



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1234567 101
<FIRST NAME1> <LAST NAME1>
<FIRST NAME2> <LAST NAME2>
<ADDRESS>
<CITY> <STATE> <ZIP>

September 7, 2017

A few weeks ago, we wrote to ask for your help with a study we are conducting to better understand the experiences of consumers taking out new mortgages. Whether you took out a **new mortgage or refinanced an existing mortgage**, your experience is important to us.

We are writing to you again because of the importance of this study. Please share your experiences and any problems you may have encountered in obtaining your mortgage.

Enclosed is another questionnaire* and envelope for your convenience and a small token of appreciation for your time and help.

The online version may be easier to complete because it skips questions that do not apply to you. Online responses also are processed more quickly making it less likely that you will receive follow-up reminders to complete this survey.

To complete the survey online:

GO TO www.NSMOSurvey.com

LOG IN with your unique survey PIN #: <123 456 789>

The survey should take **about 20 minutes** to complete. If you have any questions, please call toll free **1-855-339-7877** or visit one of our websites: fhfa.gov or consumerfinance.gov.

Thank you in advance for considering our request. We look forward to receiving your questionnaire.

Sandra Thompson
Deputy Director of Housing, Mission, and Goals
Federal Housing Finance Agency

David M. Silberman
Associate Director for Research, Markets, and Regulation
Consumer Financial Protection Bureau

* This survey is voluntary. The code numbers on the survey are there to aid in processing and keep track of returned surveys. No names or other identifying information is ever included in the data. To ensure your survey is returned to us, please use the postage-paid return envelope enclosed. You are not asked for any identifying information, so please do not identify yourself in any way on the envelope or questionnaire.



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7 de septiembre de 2017

Hace unas semanas, le escribimos para pedirle su ayuda con un estudio que estamos realizando para entender mejor las experiencias de los consumidores al tramitar nuevas hipotecas. Ya sea que usted sacó una **nueva hipoteca o refinanció una hipoteca existente**, su experiencia es importante para nosotros.

Le estamos escribiendo de nuevo debido a la importancia de este estudio. Por favor, comparta sus experiencias y cualquier problema que pueda haber encontrado en la obtención de su hipoteca.

Para su conveniencia, estamos adjuntando otro cuestionario* y sobre, junto con una pequeña muestra de agradecimiento por su tiempo y ayuda.

Es posible que la encuesta por Internet sea más fácil de completar ya que se saltan las preguntas que no le corresponden a su situación. Las respuestas por Internet se procesan con mayor rapidez; por lo tanto, será menos probable que usted reciba recordatorios para completar esta encuesta.

Para completar la encuesta por Internet:

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Gracias de antemano por considerar nuestra solicitud. Esperamos con interés recibir su cuestionario.

Sandra Thompson
Directora adjunta de Housing, Mission, and Goals
Federal Housing Finance Agency

David M. Silberman
Subdirector de Research, Markets, and Regulation
Consumer Financial Protection Bureau

* Esta encuesta es voluntaria. Los códigos numéricos de la encuesta ayudan con el procesamiento y seguimiento de las encuestas devueltas. Nunca se incluirán en los datos ningún nombre o información que lo pudiera identificar. Para asegurarnos de que su encuesta nos llegue bien, por favor, utilice el sobre con franqueo pagado adjunto. No se le pide ninguna información de identificación, así que por favor no escriba su nombre en el sobre o cuestionario.



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September 18, 2017

The research study about which we first wrote to you in August will be drawing to a close this month. This study is critical to better understand the factors that affect the home mortgage market.

In two weeks we will begin analysis of all of the responses we have received. The results from this study are particularly important in helping to make housing affordable and achieving stability in the mortgage markets throughout the country.

If you have not yet responded, please do so by **September 29, 2017**.

If you misplaced the questionnaire please complete the survey online:

GO TO www.NSMOSurvey.com

LOG IN with your unique survey PIN #: <123 456 789>

The survey should take **about 20 minutes** to complete. Thank you for considering our request. If you have any questions, please call toll free **1-855-339-7877** or visit one of our websites: **fhfa.gov** or **consumerfinance.gov**.

We look forward to receiving your questionnaire.

Sandra Thompson
Deputy Director of Housing, Mission, and Goals
Federal Housing Finance Agency

David M. Silberman
Associate Director for Research, Markets, and Regulation
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<ADDRESS>
<CITY> <STATE> <ZIP>

18 de septiembre de 2017

El estudio del que le hablamos en agosto está llegando a su fin este mes. Este estudio es fundamental para entender los factores que afectan el mercado de créditos hipotecarios.

En las próximas dos semanas vamos a comenzar el análisis de todas las respuestas que hemos recibido. Los resultados de este estudio son especialmente importantes para ayudar a hacer la vivienda asequible y el logro de la estabilidad en los mercados hipotecarios en todo el país.

Si usted todavía no ha respondido, por favor, hágalo entre hoy y el **29 de septiembre de 2017**.

Si ha perdido el cuestionario, por favor, complete la encuesta en línea:

VAYA A www.NSMOSurvey.com

INICIE una sesión ingresando su número PIN único: <123 456 789>

Completar la encuesta le tomará **unos 20 minutos**. Gracias por considerar nuestra solicitud. Si tiene alguna pregunta, llámenos a nuestra línea directa y gratuita **1-855-339-7877** o visite una de nuestras páginas web: **fhfa.gov** o **consumerfinance.gov**.

Esperamos con interés recibir su cuestionario.

Sandra Thompson
Directora adjunta de Housing, Mission, and Goals
Federal Housing Finance Agency

David M. Silberman
Subdirector de Research, Markets, and Regulation
Consumer Financial Protection Bureau

Tell us about your recent mortgage experience

A nationwide survey of mortgage borrowers throughout the United States



Learning directly from borrowers, like you, about your experiences will help us improve lending practices and the mortgage process for future borrowers.

The Federal Housing Finance Agency and the Consumer Financial Protection Bureau are working together on your behalf to improve the safety of the U.S. housing finance system and ensure all consumers have access to financial products and services.

We want to make it as easy as possible for you to complete this survey. You can mail back the paper survey in the enclosed business reply envelope OR complete the survey online. The online version of the questionnaire may be easier to complete, because it skips any questions that do not apply to you. Online responses are also processed more quickly making it less likely that you will receive reminders to complete this survey. The online questionnaire can be completed in either English or Spanish as explained below.

To complete the survey online

GO TO www.NSMOSurvey.com

LOG IN with your unique survey PIN # found in the accompanying letter

Esta encuesta está disponible en español en línea

Visite al sitio web www.NSMOSurvey.com

Inicie la sesión con su número PIN único de la encuesta que se encuentra en la carta adjunta.

You can find more information on our websites - fhfa.gov and consumerfinance.gov

We are interested in learning about your experience purchasing or refinancing either a personal home or a home for someone else, including rental property.

We look forward to hearing from you.

Privacy Act Notice: In accordance with the Privacy Act, as amended (5 U.S.C. § 552a), the following notice is provided. The information requested on this Survey is collected pursuant to 12 U.S.C. 4544 for the purposes of gathering information for the National Mortgage Database. Routine uses which may be made of the collected information can be found in the Federal Housing Finance Agency's System of Records Notice (SORN) FHFA-21 National Mortgage Database. Providing the requested information is voluntary. Submission of the survey authorizes FHFA to collect the information provided and to disclose it as set forth in the referenced SORN.

Paperwork Reduction Act Statement: Notwithstanding any other provision of the law, no person is required to respond to, nor shall any person be subject to a penalty for failure to comply with, a collection of information subject to the requirements of the Paperwork Reduction Act, unless that collection of information displays a currently valid OMB Control Number.

OMB No. 2590-0012
Expires 4/30/2020

1. Did you, in the last couple of years, take out or co-sign for a mortgage loan including any refinance or modification of an existing mortgage?

☐ Yes

☐ No → Skip to 72 on page 7

2. When did you take out this mortgage? If you took out or co-signed for more than one mortgage, please refer to your experience with the most recent refinance, modification or new mortgage.

/
month year

3. Did we mail this survey to the address of the property you financed with this mortgage?

☐ Yes

☐ No

4. Who signed or co-signed for this mortgage?

Mark all that apply.

☐ I signed

☐ Spouse/partner including a former spouse/partner

☐ Parents

☐ Children

☐ Other relatives

☐ Other (e.g. friend, business partner)

→ If you co-signed this loan with others, take into account all co-signers as best you can when answering the survey. If no co-signers, answer based on your own situation.

5. When you began the process of getting this mortgage, how familiar were you (and any co-signers) with each of the following?

	Very	Somewhat	Not At All
The mortgage interest rates available at that time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The different types of mortgages available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The mortgage process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The down payment needed to qualify for a mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The income needed to qualify for a mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your credit history or credit score	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The money needed at closing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. When you began the process of getting this mortgage, how concerned were you about qualifying for a mortgage?

☐ Very

☐ Somewhat

☐ Not at all

7. How firm an idea did you have about the mortgage you wanted?

☐ Firm idea

☐ Some idea

☐ Little idea

8. How much did you use each of the following sources to get information about mortgages or mortgage lenders?

	A Lot	A Little	Not At All
Your lender or mortgage broker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other lenders or brokers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Real estate agents or builders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Material in the mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Websites that provide information on getting a mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Newspaper/TV/Radio	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friends/relatives/co-workers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bankers or financial planners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing counselors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) <input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. Which one of the following best describes your shopping process?

☐ I picked the loan type first, and then I picked the lender/mortgage broker

☐ I picked the lender/mortgage broker first, and then I picked the loan type

10. Which one of the following best describes how you applied for this mortgage?

☐ Directly to a lender, such as a bank or credit union

☐ Through a mortgage broker who works with multiple lenders to get you a loan

☐ Other (specify)

11. How many different lenders/mortgage brokers did you seriously consider before choosing where to apply for this mortgage?

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5 or more

12. How many different lenders/mortgage brokers did you end up applying to?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 or more

13. Did you apply to more than one lender/mortgage broker for any of the following reasons?

	Yes	No
Searching for better loan terms	<input type="checkbox"/>	<input type="checkbox"/>
Concern over qualifying for a loan	<input type="checkbox"/>	<input type="checkbox"/>
Information learned from the "Loan Estimate"	<input type="checkbox"/>	<input type="checkbox"/>
Turned down on earlier application	<input type="checkbox"/>	<input type="checkbox"/>

14. How important were each of the following in choosing the lender/mortgage broker you used for the mortgage you took out?

	Important	Not Important
Having an established banking relationship	<input type="checkbox"/>	<input type="checkbox"/>
Having a local office or branch nearby	<input type="checkbox"/>	<input type="checkbox"/>
Used previously to get a mortgage	<input type="checkbox"/>	<input type="checkbox"/>
Lender/mortgage broker is a personal friend or relative	<input type="checkbox"/>	<input type="checkbox"/>
Lender/mortgage broker operates online	<input type="checkbox"/>	<input type="checkbox"/>
Recommendation from a friend/relative/co-worker	<input type="checkbox"/>	<input type="checkbox"/>
Recommendation from a real estate agent/home builder	<input type="checkbox"/>	<input type="checkbox"/>
Reputation of the lender/mortgage broker	<input type="checkbox"/>	<input type="checkbox"/>
Spoke my primary language, which is not English	<input type="checkbox"/>	<input type="checkbox"/>
Could provide documents in my primary language, which is not English	<input type="checkbox"/>	<input type="checkbox"/>

15. Who initiated the first contact between you and the lender/mortgage broker you used for the mortgage you took out?

- ☐ I (or one of my co-signers) did
☐ The lender/mortgage broker did
☐ We were put in contact by a third party (*such as a real estate agent or home builder*)

16. How open were you to suggestions from your lender/mortgage broker about mortgages with different features or terms?

☐ Very ☐ Somewhat ☐ Not at all

17. How important were each of the following in determining the mortgage you took out?

	Important	Not Important
Lower interest rate	<input type="checkbox"/>	<input type="checkbox"/>
Lower APR (<i>Annual Percentage Rate</i>)	<input type="checkbox"/>	<input type="checkbox"/>
Lower closing fees	<input type="checkbox"/>	<input type="checkbox"/>
Lower down payment	<input type="checkbox"/>	<input type="checkbox"/>
Lower monthly payment	<input type="checkbox"/>	<input type="checkbox"/>
An interest rate fixed for the life of the loan	<input type="checkbox"/>	<input type="checkbox"/>
A term of 30 years	<input type="checkbox"/>	<input type="checkbox"/>
No mortgage insurance	<input type="checkbox"/>	<input type="checkbox"/>

18. Your lender may have given you a booklet "Your home loan toolkit: A step-by-step guide," do you remember receiving a copy?

- ☐ Yes
☐ No
☐ Don't know } Skip to 20

19. Did the "Your home loan toolkit" booklet lead you to ask additional questions about your mortgage terms?

☐ Yes ☐ No

20. In the process of getting this mortgage from your lender/mortgage broker, did you...

	Yes	No
Have to add another co-signer to qualify	<input type="checkbox"/>	<input type="checkbox"/>
Resolve credit report errors or problems	<input type="checkbox"/>	<input type="checkbox"/>
Answer follow-up requests for more information about income or assets	<input type="checkbox"/>	<input type="checkbox"/>
Have more than one appraisal	<input type="checkbox"/>	<input type="checkbox"/>
Redo/refile paperwork due to processing delays	<input type="checkbox"/>	<input type="checkbox"/>
Delay or postpone closing date	<input type="checkbox"/>	<input type="checkbox"/>
Have your "Loan Estimate" revised to reflect changes in your loan terms	<input type="checkbox"/>	<input type="checkbox"/>
Check other sources to confirm that terms of this mortgage were reasonable	<input type="checkbox"/>	<input type="checkbox"/>
Get documents in your primary language, which is not English	<input type="checkbox"/>	<input type="checkbox"/>
Have the lender/broker translate in your primary language, which is not English	<input type="checkbox"/>	<input type="checkbox"/>

21. Was the "Loan Estimate" you received from your lender/mortgage broker...

	Yes	No
Easy to understand	<input type="checkbox"/>	<input type="checkbox"/>
Valuable information	<input type="checkbox"/>	<input type="checkbox"/>

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22. Did the "Loan Estimate" lead you to...

	Yes	No
Ask questions of your lender/mortgage broker	<input type="checkbox"/>	<input type="checkbox"/>
Seek a change in your loan or closing	<input type="checkbox"/>	<input type="checkbox"/>
Apply to a different lender/mortgage broker	<input type="checkbox"/>	<input type="checkbox"/>

23. During the application process were you told about mortgages with any of the following?

	Yes	No
An interest rate that is fixed for the life of the loan	<input type="checkbox"/>	<input type="checkbox"/>
An interest rate that could change over the life of the loan	<input type="checkbox"/>	<input type="checkbox"/>
A term of less than 30 years	<input type="checkbox"/>	<input type="checkbox"/>
A higher interest rate in return for lower closing costs	<input type="checkbox"/>	<input type="checkbox"/>
A lower interest rate in return for paying higher closing costs (<i>discount points</i>)	<input type="checkbox"/>	<input type="checkbox"/>
Interest-only monthly payments	<input type="checkbox"/>	<input type="checkbox"/>
An escrow account for taxes and/or homeowner insurance	<input type="checkbox"/>	<input type="checkbox"/>
A prepayment penalty (<i>fee if the mortgage is paid off early</i>)	<input type="checkbox"/>	<input type="checkbox"/>
Reduced documentation or "easy" approval	<input type="checkbox"/>	<input type="checkbox"/>
An FHA, VA, USDA or Rural Housing loan	<input type="checkbox"/>	<input type="checkbox"/>

24. In selecting your settlement/closing agent did you use someone...

	Yes	No
Selected/recommended by the lender, mortgage broker, or real estate agent	<input type="checkbox"/>	<input type="checkbox"/>
You used previously	<input type="checkbox"/>	<input type="checkbox"/>
Found shopping around	<input type="checkbox"/>	<input type="checkbox"/>

☐ Did not have a settlement/closing agent

25. Do you have title insurance on this mortgage?

- ☐ Yes
☐ No
☐ Don't know
- } Skip to 27

26. Which one best describes how you picked the title insurance?

- ☐ Reissued previous title insurance
☐ Used title insurance recommended by lender/mortgage broker or settlement agent
☐ Shopped around

27. Overall, how satisfied are you that the mortgage you got was the one with the...

	Very	Somewhat	Not At All
Best terms to fit your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lowest interest rate for which you could qualify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lowest closing costs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

28. Overall, how satisfied are you with the...

	Very	Somewhat	Not At All
Lender or mortgage broker you used	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Application process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Documentation process required for the loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loan closing process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Information in mortgage disclosure documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of mortgage disclosure documents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Settlement agent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

29. Did you take a course about home-buying or talk to a professional housing counselor?

- ☐ Yes
☐ No → Skip to 33 on page 4

30. How was your home-buying course or counseling provided?

	Yes	No
In person, one-on-one	<input type="checkbox"/>	<input type="checkbox"/>
In person, in a group	<input type="checkbox"/>	<input type="checkbox"/>
Over the phone	<input type="checkbox"/>	<input type="checkbox"/>
Online	<input type="checkbox"/>	<input type="checkbox"/>

31. How many hours was your home-buying course or counseling?

- ☐ Less than 3 hours
☐ 3 – 6 hours
☐ 7 – 12 hours
☐ More than 12 hours

32. Overall, how helpful was your home-buying course or counseling?

- ☐ Very ☐ Somewhat ☐ Not at all

33. Which one of these reasons best describes this most recent mortgage?

- ☐ To buy a property
- ☐ To refinance or modify an earlier mortgage
- ☐ To add/remove a co-borrower
- ☐ To finance a construction loan
- ☐ To take out a new loan on a mortgage-free property
- ☐ Some other purpose (specify)

Skip to 37

34. Did you do the following before or after you made an offer on this house or property?

	Before Offer	After Offer	Did Not Do
Contacted a lender to explore mortgage options	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Got a pre-approval or pre-qualification from a lender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decided on the type of loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Made a decision on which lender to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Submitted an official loan application	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

35. What percent down payment did you make on this property?

- ☐ 0%
- ☐ Less than 3%
- ☐ 3% to less than 5%
- ☐ 5% to less than 10%
- ☐ 10% to less than 20%
- ☐ 20% to less than 30%
- ☐ 30% or more

36. Did you use any of the following sources of funds to purchase this property?

	Used	Not Used
Proceeds from the sale of another property	<input type="checkbox"/>	<input type="checkbox"/>
Savings, retirement account, inheritance, or other assets	<input type="checkbox"/>	<input type="checkbox"/>
Assistance or loan from a nonprofit or government agency	<input type="checkbox"/>	<input type="checkbox"/>
A second lien, home equity loan, or home equity line of credit (HELOC)	<input type="checkbox"/>	<input type="checkbox"/>
Gift or loan from family or friend	<input type="checkbox"/>	<input type="checkbox"/>
Seller contribution	<input type="checkbox"/>	<input type="checkbox"/>

Skip to 41

37. How important were the following in your decision to refinance, modify or obtain a new mortgage?

	Important	Not Important
Change to a fixed-rate loan	<input type="checkbox"/>	<input type="checkbox"/>
Get a lower interest rate	<input type="checkbox"/>	<input type="checkbox"/>
Get a lower monthly payment	<input type="checkbox"/>	<input type="checkbox"/>
Consolidate or pay down other debt	<input type="checkbox"/>	<input type="checkbox"/>
Repay the loan more quickly	<input type="checkbox"/>	<input type="checkbox"/>
Take out cash	<input type="checkbox"/>	<input type="checkbox"/>

38. Approximately how much was owed, in total, on the old mortgage(s) and loan(s) you refinanced?

\$.00

☐ Zero (the property was mortgage-free)

39. How does the total amount of your new mortgage(s) compare to the total of the old mortgage(s) and loan(s) you paid off?

- ☐ New amount is lower
- ☐ New amount is about the same
- ☐ New amount is higher
- ☐ Property was mortgage-free

40. Did you use the money you got from this new mortgage for any of the following?

	Yes	No
College expenses	<input type="checkbox"/>	<input type="checkbox"/>
Auto or other major purchase	<input type="checkbox"/>	<input type="checkbox"/>
Buy out co-borrower e.g. ex-spouse	<input type="checkbox"/>	<input type="checkbox"/>
Pay off other bills or debts	<input type="checkbox"/>	<input type="checkbox"/>
Home repairs or new construction	<input type="checkbox"/>	<input type="checkbox"/>
Savings	<input type="checkbox"/>	<input type="checkbox"/>
Closing costs of new mortgage	<input type="checkbox"/>	<input type="checkbox"/>
Business or investment	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>

This Mortgage

41. When you took out this most recent mortgage or refinance, what was the dollar amount you borrowed?

\$.00 ☐ Don't know

42. What is the monthly payment, including the amount paid to escrow for taxes and insurance?

\$.00 ☐ Don't know

43. What is the interest rate on this mortgage?

% ☐ Don't know

44. Is this an adjustable-rate mortgage (one that allows the interest rate to change over the life of the loan)?

- ☐ Yes
☐ No
☐ Don't know

45. At the time of application, did the lender give you the option to set/lock the interest rate so that it would not change before closing?

- ☐ Yes
☐ No
☐ Don't know

46. Does this mortgage have...

	Yes	No	Don't Know
A prepayment penalty (<i>fee if the mortgage is paid off early</i>)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
An escrow account for taxes and/or homeowner insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A balloon payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interest-only payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private mortgage insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

47. The "Closing Disclosure" statement you received at closing shows the loan closing costs and other closing costs separately. What were the loan closing costs you paid on this loan?

\$.00 ☐ Don't know

48. How were the total closing costs (loan costs and other costs) for this loan paid?

	Yes	No	Don't Know
By me or a co-signer with a check or wire transfer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Added to the mortgage amount	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By lender/mortgage broker	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By seller/builder	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

☐ Loan had no closing costs

49. Were the loan costs you paid similar to what you had expected to pay based on the Loan Estimates or Closing Disclosures you received?

- ☐ Yes
☐ No

50. Did you seek input about your closing documents from any of the following people?

	Yes	No
Lender/mortgage broker	<input type="checkbox"/>	<input type="checkbox"/>
Settlement/closing agent	<input type="checkbox"/>	<input type="checkbox"/>
Real estate agent	<input type="checkbox"/>	<input type="checkbox"/>
Personal attorney	<input type="checkbox"/>	<input type="checkbox"/>
Title insurance agent	<input type="checkbox"/>	<input type="checkbox"/>
Trusted friend or relative who is not a co-signer on the mortgage	<input type="checkbox"/>	<input type="checkbox"/>
Housing counselor	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>

51. At any time after you made your final loan application did any of the following change?

	Higher	Same	Lower
Monthly payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interest rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other fees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amount of money needed to close loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

52. Did you face any unpleasant "surprises" at your loan closing?

- ☐ Yes
☐ No → Skip to 54

53. What unpleasant surprises did you face at your loan closing?

	Yes	No
Loan documents not ready	<input type="checkbox"/>	<input type="checkbox"/>
Closing did not occur as originally scheduled	<input type="checkbox"/>	<input type="checkbox"/>
Three day rule required re-disclosure	<input type="checkbox"/>	<input type="checkbox"/>
Mortgage terms different at closing e.g. interest rate, monthly payment	<input type="checkbox"/>	<input type="checkbox"/>
More cash needed at closing e.g. escrow, unexpected fees	<input type="checkbox"/>	<input type="checkbox"/>
Asked to sign blank documents	<input type="checkbox"/>	<input type="checkbox"/>
Rushed at closing or not given time to read documents	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>	<input type="checkbox"/>

54. At the same time you took out this mortgage, did you also take out another loan on the property you financed with this mortgage (a second lien, home equity loan, or a home equity line of credit (HELOC))?

- ☐ Yes
☐ No → Skip to 56

55. What was the amount of this loan?

\$.00
☐ Don't know

56. How well could you explain to someone the...

	Very	Somewhat	Not At All
Process of taking out a mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difference between a fixed- and an adjustable-rate mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difference between a prime and subprime loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difference between a mortgage's interest rate and its APR	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amortization of a loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consequences of not making required mortgage payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difference between lender's and owner's title insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Relationship between discount points and interest rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reason payments into an escrow account can change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

This Mortgaged Property

57. When did you first become the owner of this property?

/
month / year

58. What was the purchase price of this property, or if you built it, the construction and land cost?

\$.00 ☐ Don't know

59. Which one of the following best describes how you acquired this property?

- ☐ Purchased an existing home
☐ Purchased a newly-built home from a builder
☐ Had or purchased land and built a house
☐ Received as a gift or inheritance
☐ Other (specify)

60. Which one of the following best describes this property?

- ☐ Single-family detached house
☐ Mobile home or manufactured home
☐ Townhouse, row house, or villa
☐ 2-unit, 3-unit, or 4-unit dwelling
☐ Apartment (or condo/co-op) in apartment building
☐ Unit in a partly commercial structure
☐ Other (specify)

61. Does this mortgage cover more than one unit?

- ☐ Yes ☐ No

62. About how much do you think this property is worth in terms of what you could sell it for now?

\$.00 ☐ Don't know

63. Do you rent out all or any portion of this property?

- ☐ Yes
☐ No → Skip to 65 on page 7

64. How much rent do you receive annually?

\$.00 per year

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65. Besides you, the mortgage co-signers, and renters, does anyone else help pay the expenses for this property?

☐ Yes ☐ No

66. Which of the following best describes how you use this property?

- ☐ Primary residence (*where you spend the majority of your time*)
☐ It will be my primary residence soon
☐ Seasonal or second home
☐ Home for other relatives
☐ Rental or investment property
☐ Other (specify) _____

Skip to 68

67. If primary residence, when did you move into this property?

____ / ____
 month year

68. In the last couple years, how have the following changed in the neighborhood where this property is located?

	Significant Increase	Little/No Change	Significant Decrease
Number of homes for sale	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of vacant homes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of homes for rent	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Number of foreclosures or short sales	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
House prices	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall desirability of living there	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

69. What do you think will happen to the prices of homes in this neighborhood over the next couple of years?

- ☐ Increase a lot
☐ Increase a little
☐ Remain about the same
☐ Decrease a little
☐ Decrease a lot

70. In the next couple of years, how do you expect the overall desirability of living in this neighborhood to change?

- ☐ Become more desirable
☐ Stay about the same
☐ Become less desirable

71. How likely is it that in the next couple of years you will...

	Very	Somewhat	Not At All
Sell this property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Move but keep this property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refinance the mortgage on this property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pay off this mortgage and own the property mortgage-free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Household

72. What is your current marital status?

- ☐ Married
☐ Separated
☐ Never married
☐ Divorced
☐ Widowed

73. Do you have a partner who shares the decision-making and responsibilities of running your household but is not your legal spouse?

☐ Yes ☐ No

Please answer the following questions for you and your spouse or partner, if applicable.

74. Age at last birthday:

You: _____ years
 Spouse/Partner: _____ years

75. Sex:

You: ☐ Male ☐ Female
 Spouse/Partner: ☐ Male ☐ Female

76. Highest level of education achieved:

You: ☐ Some schooling ☐ High school graduate ☐ Technical school ☐ Some college ☐ College graduate ☐ Postgraduate studies
 Spouse/Partner: ☐ Some schooling ☐ High school graduate ☐ Technical school ☐ Some college ☐ College graduate ☐ Postgraduate studies

77. Hispanic or Latino:

	You	Spouse/ Partner
Yes	<input type="checkbox"/>	<input type="checkbox"/>
No	<input type="checkbox"/>	<input type="checkbox"/>

78. Race: Mark all that apply.

	You	Spouse/ Partner
White	<input type="checkbox"/>	<input type="checkbox"/>
Black or African American	<input type="checkbox"/>	<input type="checkbox"/>
American Indian or Alaska Native	<input type="checkbox"/>	<input type="checkbox"/>
Asian	<input type="checkbox"/>	<input type="checkbox"/>
Native Hawaiian or Pacific Islander	<input type="checkbox"/>	<input type="checkbox"/>

79. Current work status: Mark all that apply.

	You	Spouse/ Partner
Self-employed full time	<input type="checkbox"/>	<input type="checkbox"/>
Self-employed part time	<input type="checkbox"/>	<input type="checkbox"/>
Employed full time	<input type="checkbox"/>	<input type="checkbox"/>
Employed part time	<input type="checkbox"/>	<input type="checkbox"/>
Retired	<input type="checkbox"/>	<input type="checkbox"/>
Unemployed, temporarily laid-off or on leave	<input type="checkbox"/>	<input type="checkbox"/>
Not working for pay (<i>student, homemaker, disabled</i>)	<input type="checkbox"/>	<input type="checkbox"/>

80. Ever served on active duty in the U.S. Armed Forces, Reserves or National Guard?

	You	Spouse/ Partner
Never served in the military	<input type="checkbox"/>	<input type="checkbox"/>
Only on active duty for training in the Reserves or National Guard	<input type="checkbox"/>	<input type="checkbox"/>
Now on active duty	<input type="checkbox"/>	<input type="checkbox"/>
On active duty in the past, but not now	<input type="checkbox"/>	<input type="checkbox"/>

81. Besides you (and your spouse/partner) who else lives in your household? Mark all that apply.

- ☐ Children/grandchildren under age 18
- ☐ Children/grandchildren age 18-22
- ☐ Children/grandchildren age 23 or older
- ☐ Parents of you or your spouse or partner
- ☐ Other relatives like siblings or cousins
- ☐ Non-relatives
- ☐ No one else

82. Do you speak a language other than English at home?

☐ Yes ☐ No

83. Approximately how much is your total annual household income from all sources (*wages, salaries, tips, interest, child support, investment income, retirement, social security, and alimony*)?

- ☐ Less than \$35,000
- ☐ \$35,000 to \$49,999
- ☐ \$50,000 to \$74,999
- ☐ \$75,000 to \$99,999
- ☐ \$100,000 to \$174,999
- ☐ \$175,000 or more

84. How does this total annual household income compare to what it is in a "normal" year?

- ☐ Higher than normal
- ☐ Normal
- ☐ Lower than normal

85. Does your total annual household income include any of the following sources?

	Yes	No
Wages or salary	<input type="checkbox"/>	<input type="checkbox"/>
Business or self-employment	<input type="checkbox"/>	<input type="checkbox"/>
Interest or dividends	<input type="checkbox"/>	<input type="checkbox"/>
Alimony or child support	<input type="checkbox"/>	<input type="checkbox"/>
Social Security, pension or other retirement benefits	<input type="checkbox"/>	<input type="checkbox"/>

86. Does anyone in your household have any of the following?

	Yes	No
401(k), 403(b), IRA, or pension plan	<input type="checkbox"/>	<input type="checkbox"/>
Stocks, bonds, or mutual funds (<i>not in retirement accounts or pension plans</i>)	<input type="checkbox"/>	<input type="checkbox"/>
Certificates of deposit	<input type="checkbox"/>	<input type="checkbox"/>
Investment real estate	<input type="checkbox"/>	<input type="checkbox"/>

87. Which one of the following statements best describes the amount of financial risk you are willing to take when you save or make investments?

- ☐ Take substantial financial risks expecting to earn substantial returns
- ☐ Take above-average financial risks expecting to earn above-average returns
- ☐ Take average financial risks expecting to earn average returns
- ☐ Not willing to take any financial risks

88. Do you agree or disagree with the following statements?

	Agree	Disagree
Owning a home is a good financial investment	<input type="checkbox"/>	<input type="checkbox"/>
Most mortgage lenders generally treat borrowers well	<input type="checkbox"/>	<input type="checkbox"/>
Most mortgage lenders would offer me roughly the same rates and fees	<input type="checkbox"/>	<input type="checkbox"/>
Late payments will lower my credit rating	<input type="checkbox"/>	<input type="checkbox"/>
Lenders shouldn't care about any late payments, only whether loans are fully repaid	<input type="checkbox"/>	<input type="checkbox"/>
It is okay to default or stop making mortgage payments if it is in the borrower's financial interest	<input type="checkbox"/>	<input type="checkbox"/>
I would consider counseling or taking a course about managing my finances if I faced financial difficulties	<input type="checkbox"/>	<input type="checkbox"/>

89. In the last couple of years, have any of the following happened to you?

	Yes	No
Separated, divorced or partner left	<input type="checkbox"/>	<input type="checkbox"/>
Married, remarried or new partner	<input type="checkbox"/>	<input type="checkbox"/>
Death of a household member	<input type="checkbox"/>	<input type="checkbox"/>
Addition to your household (not including spouse/partner)	<input type="checkbox"/>	<input type="checkbox"/>
Person leaving your household (not including spouse/partner)	<input type="checkbox"/>	<input type="checkbox"/>
Disability or serious illness of household member	<input type="checkbox"/>	<input type="checkbox"/>
Disaster affecting a property you own	<input type="checkbox"/>	<input type="checkbox"/>
Disaster affecting your (or your spouse/partner's) work	<input type="checkbox"/>	<input type="checkbox"/>
Moved within the area (less than 50 miles)	<input type="checkbox"/>	<input type="checkbox"/>
Moved to a new area (50 miles or more)	<input type="checkbox"/>	<input type="checkbox"/>

90. In the last couple of years, have any of the following happened to you (or your spouse/partner)?

	Yes	No
Layoff, unemployment, or reduced hours of work	<input type="checkbox"/>	<input type="checkbox"/>
Retirement	<input type="checkbox"/>	<input type="checkbox"/>
Promotion	<input type="checkbox"/>	<input type="checkbox"/>
Starting a new job	<input type="checkbox"/>	<input type="checkbox"/>
Starting a second job	<input type="checkbox"/>	<input type="checkbox"/>
Business failure	<input type="checkbox"/>	<input type="checkbox"/>
A personal financial crisis	<input type="checkbox"/>	<input type="checkbox"/>

91. In the last couple years, how have the following changed for you (and your spouse/partner)?

	Significant Increase	Little/No Change	Significant Decrease
Household income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-housing expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

92. In the next couple of years, how do you expect the following to change for you (and your spouse/partner)?

	Significant Increase	Little/No Change	Significant Decrease
Household income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Housing expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-housing expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

93. How likely is it that in the next couple of years you (or your spouse/partner) will face...

	Very	Somewhat	Not At All
Retirement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difficulties making your mortgage payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A layoff, unemployment, or forced reduction in hours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some other personal financial crisis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

94. If your household faced an unexpected personal financial crisis in the next couple of years, how likely is it you could...

	Very	Somewhat	Not At All
Pay your bills for the next 3 months without borrowing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Get significant financial help from family or friends	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Borrow a significant amount from a bank or credit union	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Significantly increase your income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Federal Housing Finance Agency and the Consumer Financial Protection Bureau thank you for completing this survey.

*We have provided the space below if you wish to share additional comments or further explain any of your answers. **Please do not put your name or address on the questionnaire.***

Please use the enclosed business reply envelope to return your completed questionnaire.

**FHFA
1600 Research Blvd, RC B16
Rockville, MD 20850**

For any questions about the survey or online access you can call toll free 1-855-339-7877.

18373



Appendix B. Retired NSMO Questions

This appendix lists the NSMO questions that were retired after Waves 6, 10, 14, and 18.

Questions Retired after Wave 6

13. How important were each of the following in choosing the lender/broker you used for the mortgage you took out?

Lender is a community bank or credit union

Recommendation from a lending website

- Very
- Somewhat
- Not At All

19. In the process of getting your mortgage from your lender/broker, did you...

Add a co-signer

- Yes
- No

36. Many mortgages have discount points paid to the lender to get a lower interest rate. Did you pay any discount points?

- Yes
- No

37. (If Yes in Q36) How many discount points did you pay?

38. Some lenders charge origination points to cover the cost of preparing a mortgage for closing. These are often expressed as a percentage of the loan amount. Did you pay any origination points?

- Yes
- No

39. (If Yes in Q38) How many origination points did you pay?

40. Does your mortgage have any of the following features?

Owner's title insurance

Credit life/debt suspension/debt cancellation insurance

- Yes
- No
- Don't Know

51. Which statement best describes the approach you took to purchase your house or property?

- Had a pre-approval or pre-qualification from a lender before I made the purchase
- Shopped for a mortgage after making the purchase offer
- Shopped for house and mortgage at the same time

53. (If Yes to Q52) How much money from the sale of this other property was used to purchase your property?

64. (If multiple units in Q63) How many separate living units does your mortgage cover?

70. Is anyone who currently lives in the property a co-signer on your mortgage?

- Yes
- No

75. Ever owned other residential properties besides this one:

You

Spouse/Partner

- Yes
- No

81. Besides you (and your spouse/partner), does anyone else live in your household or use your house as a permanent address?

- Yes
- No

82. (If Yes to Q81) How many of the other household members are 18 years of age or younger?

83. (If Yes to Q81) How many of the other household members are older than 18?

84. (If Yes to Q81) Do any of the other household members help pay for household expenses?

- Yes
- No

Questions Retired after Wave 10

3. Including you, how many people signed or cosigned for this mortgage?

- 1
- 2
- 3
- 4 or more

19. In the process of getting this mortgage from your lender/broker, did you...

End up with better mortgage terms than you were originally offered

- Yes
- No

49. Did you compare the final loan costs to the final Good Faith Estimate you received from your lender?

- Yes
- No

50. Did you find any significant differences between the two?

- Yes
- No

Questions Retired after Wave 14

45. When was the interest rate set/locked on this loan?

- At application
- Between application and closing
- Around closing

Questions Retired after Wave 18

14. How important were each of the following in choosing the lender/mortgage broker you used for the mortgage you took out?

Lender/mortgage broker operates online

- Important
- Not Important

45. At the time of application, did the lender give you the option to set/lock the interest rate so that it would not change before closing?

- Yes
- No
- Don't Know

52. Did you face any unpleasant "surprises" at your loan closing?

- Yes
- No

Appendix C. NSMO Public Use File Codebook and Tabulations

Because the codebook and tabulations contain a large number of pages, a separate document is available on www.fhfa.gov/nsmodata.

