



# Lenders describe COVID-19-related challenges and business priorities

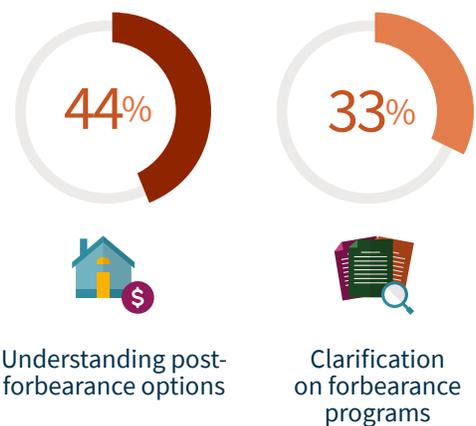
Our Economic & Strategic Research (ESR) team surveyed senior mortgage executives to better understand the challenges presented by COVID-19, as well as their top business priorities. The top challenges cited by loan originators and mortgage servicers, respectively, were gaining clarity on loan eligibility guidelines and understanding and navigating post-forbearance options. Streamlining business processes supplanted consumer-facing technology as the mortgage firms' top business priority.

## Top COVID-19-related challenges\*

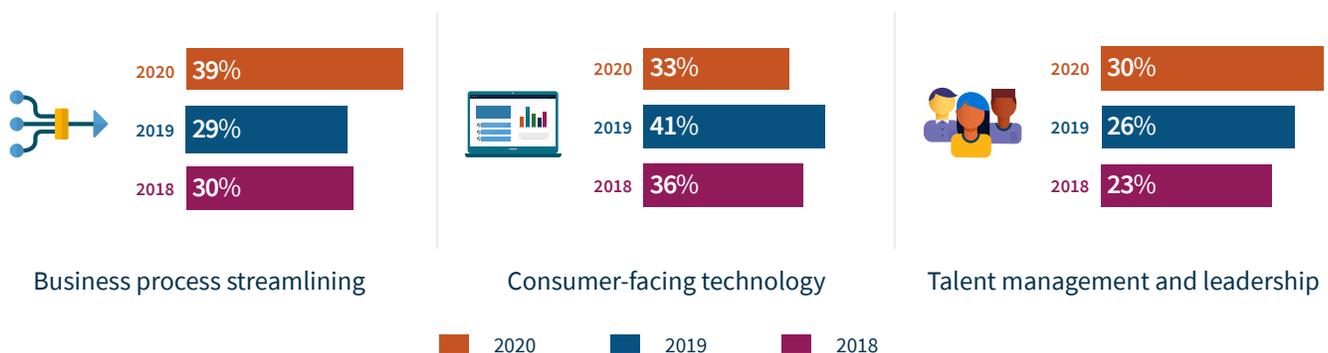
### Loan origination



### Mortgage servicing



## Top business priorities to maintain or improve competitiveness\*



\*Percentage of lenders who reported this item as their first or second choice.

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

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