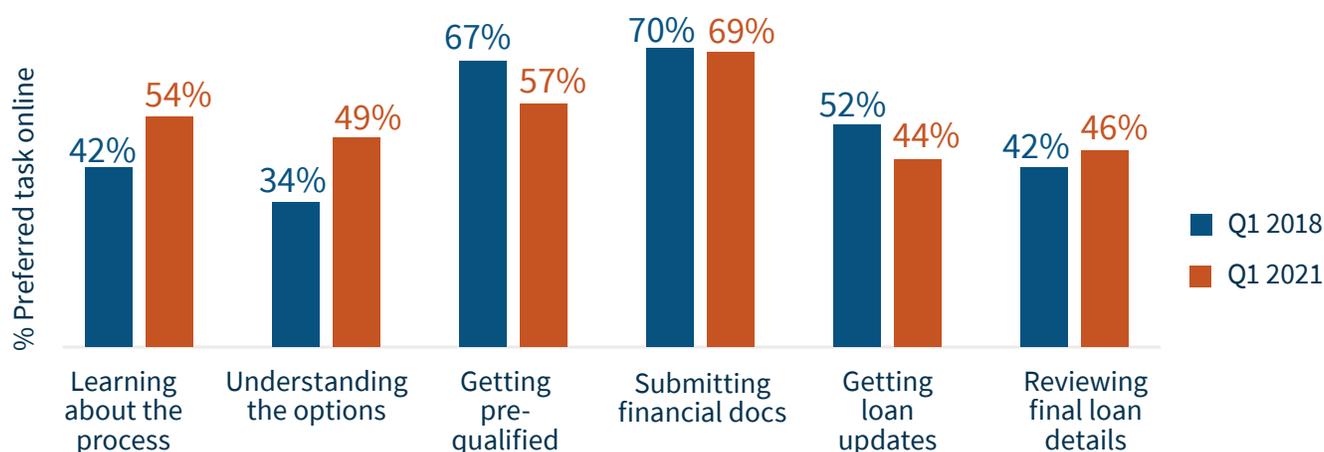


Homebuyers express satisfaction with mortgage experience, despite pandemic

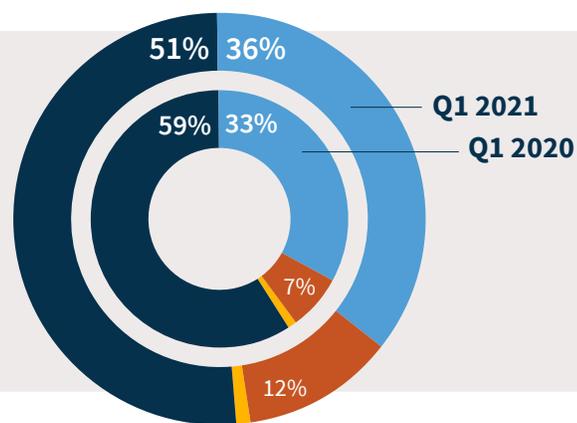
Using the National Housing Survey®, our Economic and Strategic Research (ESR) Group asked recent homebuyers about their use of online tools during the mortgage journey, as well as their overall satisfaction with the mortgage process. Among the findings: Consumers continue to prefer a mix of digital and in-person resources, depending on the task, and once again expressed satisfaction with the mortgage process, despite the challenges presented by the pandemic.

Homebuyer preferences for using digital mortgage tools depend on the task



We asked recent homebuyers if they used online-only tools, a representative, or a mix of both when they obtained their current mortgage.

- representative only
- online only
- online + a representative
- don't know



88% of recent homebuyers expressed **satisfaction** with the mortgage process in Q1 2021, unchanged from the previous year.

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.