

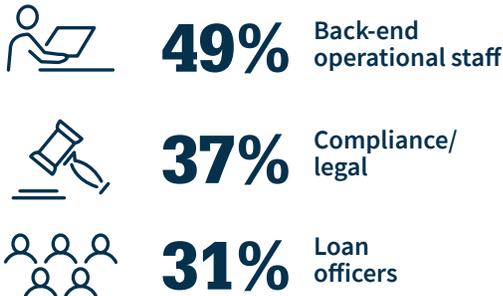
# Lenders Discuss Loan Costs and Efficacy of Recent Tech Investments

Our Economic & Strategic Research Group polled hundreds of senior mortgage executives to better understand their views on origination costs, as well as the impact of recent digitization efforts on cost efficiency. Results revealed that surveyed lenders cited personnel expenses as the primary factor driving up loan origination costs. They also noted that investment in digitization was less effective at reducing costs, even though it has helped improve the consumer experience and reduce cycle time and error rates.

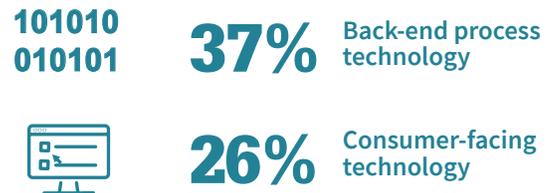
## Loan costs

Combined % largest impact + second largest impact

### Top cost-increase drivers



### Top cost-decrease drivers



### Top cost areas expected to increase

Combined % increase the most + increase the second most



## Cost impact of digitization efforts

### Effectiveness

Among those invested, combined % very + somewhat effective



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.