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# What happened with your mortgage over the last year?

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## *Covid-19 pandemic and your mortgage*



The most effective way to understand the benefits and problems with mortgages and owning a home is to ask you about your experiences. It is especially important today as many people faced difficult financial situations because of the Covid-19 pandemic.

You can complete this paper copy 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 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.ASMBsurvey.com](http://www.ASMBsurvey.com)

LOG IN with the unique PIN # provided in the letter.

*Esta encuesta está disponible en español en línea*

Visite al sitio web [www.ASMBsurvey.com](http://www.ASMBsurvey.com)

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

**ABOUT THE SPONSORS:** The **Federal Housing Finance Agency** and the **Consumer Financial Protection Bureau** are working together to sponsor this survey. We are doing this because the agencies are concerned with improving the mortgage process for future homeowners. Your experience will help us understand mortgages today and the issues facing borrowers. Thank you for helping us assist future borrowers.

You can find more information on our websites - [fhfa.gov](http://fhfa.gov) and [consumerfinance.gov](http://consumerfinance.gov)

**Thank you for sharing your experience with us.**

**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. 2590-0015**

**Expires 7/31/2019**

**1. At any time in 2020 did you have a mortgage loan?**

- Yes, I had (or still have) at least one mortgage loan  
 No, I did not have a mortgage loan on any property → **Go to 64 on page 6**

**2. Which one of these reasons best describes why you took out this mortgage?** *If you had more than one mortgage during that time, please refer to your experiences with the mortgage you took out the earliest as you complete this survey.*

- 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) \_\_\_\_\_

**3. When did you take out this mortgage?**

\_\_\_\_\_/\_\_\_\_\_  
 month      year

**4. When you took out this mortgage, what was the dollar amount you borrowed?**

\$ \_\_\_\_\_ . 00

- Don't know

**5. What was the monthly payment, including the amount paid to escrow for taxes and insurance?**

\$ \_\_\_\_\_ . 00

- Don't know

**6. What was the interest rate on this mortgage?**

\_\_\_\_\_ %

- Don't know

**7. 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)

**8. Did/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"/>
An adjustable rate ( <i>one that can change over the life of the loan</i> )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A balloon payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interest-only monthly payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Private mortgage insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. When you took out this mortgage, how satisfied were you with the...**

	Very	Somewhat	Not At All
Mortgage lender/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"/>

**10. At the time you took out this mortgage, how satisfied were you that it 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 you could qualify for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lowest closing cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**The Property**

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

\_\_\_\_\_/\_\_\_\_\_  
 month      year

**12. 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) \_\_\_\_\_

## Mortgage Forbearance

**13. What was the purchase price of this property, or if you built it, how much did the construction and land cost?**

\$\_\_\_\_\_.00       Don't know

**14. About how much do you think this property is worth in terms of what could it sell for now or the sale price if you sold it?**

\$\_\_\_\_\_.00       Don't know

**15. Did the Covid-19 pandemic affect your assessment of the worth of this property?**

- No effect
- Yes, worth is higher because of the pandemic
- Yes, worth is somewhat lower because of the pandemic
- Yes, worth is a lot lower because of the pandemic

**16. Which of the following best describes how you use this property today?**

- Primary residence (*where you spent the majority of your time*)
- Seasonal or second home
- Home for other relatives
- Rental or investment property
- Vacant
- No longer have the property
- Other (specify)\_\_\_\_\_

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

- Yes       No

**18. 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

**19. 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

**20. Earlier this year, in response to the Covid-19 pandemic, many borrowers were able to obtain a forbearance (a temporary suspension, reduction, or pause in making mortgage payments).**

**Did you get a forbearance?**

Yes

No

**21. Were any of the following a reason you did not or could not get a forbearance?**

Yes    No

Did not know about it         

Did not think I needed it         

Uncertain about how the delayed payments would be repaid         

Concerned all delayed payments had to be paid in full at the end of forbearance         

Concerned about the effect on my credit score         

Received another form of mortgage relief         

I did not qualify         

Other (specify)\_\_\_\_\_         

**→ Skip to 28**

**22. How did you apply for forbearance?**

Yes    No

On the phone with a live person         

Automated phone system         

Online portal         

Other (specify)\_\_\_\_\_         

**23. What was the time period of your initial forbearance?**

3 months

6 months

Other \_\_\_\_\_ months

**24. When you got your forbearance, did your lender or mortgage servicer, the company that sends you your mortgage statements...**

Yes    No

Offer only one time period option         

Make it clear what would happen at the end of the forbearance period and how to repay suspended payments         

Provide you with a written forbearance agreement

**25. What is the current status of your forbearance?**

- Took forbearance, but continued to make regular payments → **Skip to 29**
- Still in initial forbearance period
- In an extended forbearance period
- Out of forbearance

**26. When your forbearance period ends or has ended, which of the following best describes how your deferred or reduced payments will be repaid?**

- Paid or will pay the deferred amount due at the end of forbearance
- Set up or plan to set up a repayment plan
- Already have or plan to get a loan modification
- Paid or will pay off the deferred amount with a refinance, home sale or when loan is paid off
- Unsure/Don't know

**27. How confident are you that you will be able to repay the deferred payments?**

- Very   
  Somewhat   
  Not at all   
  Already paid off

**28. How satisfied were you with the process of getting and working through the forbearance?**

- Very   
  Somewhat   
  Not at all

**Difficulty Making Mortgage Payments**

**29. Did you have any concerns or face any difficulties making your mortgage payments in 2020? If you would have had difficulties making your payment without forbearance, please answer yes.**

- Yes – had concerns or difficulties
- Yes – would have had concerns without forbearance
- No → **Skip to 45**

**30. When did you start having concerns or difficulties making the mortgage payments?**

- 2019 or earlier
- Jan – March 2020
- April – June 2020
- July 2020 or later

**31. When you had concerns or faced difficulties in 2020, what happened to the mortgage payments?**

- Made all payments on time
- Made partial payments (in forbearance)
- Made all payments, but made one or more late payments
- Did not make all my payments

**32. Did any of the following raise concerns or make it difficult to make your mortgage payments?**

	Yes	No
Layoff, unemployment, or reduced hours of work	<input type="checkbox"/>	<input type="checkbox"/>
Retirement	<input type="checkbox"/>	<input type="checkbox"/>
Business failure	<input type="checkbox"/>	<input type="checkbox"/>
Separation, divorce or partner left	<input type="checkbox"/>	<input type="checkbox"/>
Illness, disability or death of someone in your household	<input type="checkbox"/>	<input type="checkbox"/>
Disaster affecting this property	<input type="checkbox"/>	<input type="checkbox"/>
Increase in required mortgage payments	<input type="checkbox"/>	<input type="checkbox"/>
Payments for other mortgages (e.g. HELOC, 2 <sup>nd</sup> mortgage)	<input type="checkbox"/>	<input type="checkbox"/>
Payments for other large debts	<input type="checkbox"/>	<input type="checkbox"/>
Covid-19 (coronavirus) pandemic	<input type="checkbox"/>	<input type="checkbox"/>
Other unexpected expenses not listed above (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>
Other loss of income not listed above (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

**33. Did you do any of the following to address your concerns or difficulties paying this mortgage?**

	Yes	No
Borrowed money from family or friend	<input type="checkbox"/>	<input type="checkbox"/>
Borrowed from or cashed out a retirement account	<input type="checkbox"/>	<input type="checkbox"/>
Took out a home equity loan/line of credit	<input type="checkbox"/>	<input type="checkbox"/>
Borrowed money somewhere else	<input type="checkbox"/>	<input type="checkbox"/>
Rented out part of the property or added roommates	<input type="checkbox"/>	<input type="checkbox"/>
Put the property up for sale	<input type="checkbox"/>	<input type="checkbox"/>
Sold other assets	<input type="checkbox"/>	<input type="checkbox"/>
Delayed making any major purchases	<input type="checkbox"/>	<input type="checkbox"/>
Negotiated lower or delayed payments on expenses/debts (not your mortgage)	<input type="checkbox"/>	<input type="checkbox"/>
Reduced other expenses/purchases	<input type="checkbox"/>	<input type="checkbox"/>
Increased work hours	<input type="checkbox"/>	<input type="checkbox"/>
Started a second job	<input type="checkbox"/>	<input type="checkbox"/>
Started a new or better paying job	<input type="checkbox"/>	<input type="checkbox"/>
Received unemployment benefits	<input type="checkbox"/>	<input type="checkbox"/>

**34. Other than discussions about forbearance, did you have any other contact or talk with your lender/servicer related to your concerns or payment difficulties?**

- Yes  
 No → **Skip to 39**

**35. Did you discuss any of the following with your lender/servicer to address your concerns or payment difficulties?**

	Yes	No	Don't Know
A loan modification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refinancing your mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Available government programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial counseling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Debt consolidation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A way to get caught up on missed payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Selling or giving up the property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**36. Did the lender/servicer offer you...**

	Yes	No	Don't Know
A repayment plan to make up missed payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A pre-approved plan to modify your mortgage payment permanently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A way for you to apply to modify your mortgage payment permanently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A way to sell the property to satisfy the mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
A way to give the property to the lender to satisfy the mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**37. Overall, how satisfied were you with your interactions with your lender/servicer?**

- Very     Somewhat     Not at all

**38. Were any of the following a challenge to you in getting help to address your concerns or payment difficulties?**

	Yes	No
Not knowing how or where to apply for programs	<input type="checkbox"/>	<input type="checkbox"/>
The application process for programs was too much trouble	<input type="checkbox"/>	<input type="checkbox"/>
Did not think I qualified for any program	<input type="checkbox"/>	<input type="checkbox"/>
Did not feel comfortable talking with the loan servicer	<input type="checkbox"/>	<input type="checkbox"/>
Was told I did not qualify for a program	<input type="checkbox"/>	<input type="checkbox"/>
Turned down for the programs I applied to	<input type="checkbox"/>	<input type="checkbox"/>
Difficulty getting the correct documents submitted in a timely fashion	<input type="checkbox"/>	<input type="checkbox"/>
Loan servicer was unable or unwilling to help me	<input type="checkbox"/>	<input type="checkbox"/>
Difficulty in reaching or communicating with loan servicer	<input type="checkbox"/>	<input type="checkbox"/>
Loan servicer gave inconsistent or conflicting information	<input type="checkbox"/>	<input type="checkbox"/>
Other problem (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

### Counseling/Other Services

**39. When you were having concerns or difficulties, did you talk to a professional housing counselor or take a course about managing your finances from an expert?**

- Yes  
 No → **Skip to 45**

**40. Was your counseling or course...**

	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"/>
Required	<input type="checkbox"/>	<input type="checkbox"/>

**41. How many hours was your counseling or course?**

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

**42. Overall, how helpful was your counseling or course?**

- Very     Somewhat     Not at all

**43. Did you seek input about possible steps to address your payment difficulties from...**

	Yes	No
A real estate agent	<input type="checkbox"/>	<input type="checkbox"/>
Family or friends	<input type="checkbox"/>	<input type="checkbox"/>
Lawyer	<input type="checkbox"/>	<input type="checkbox"/>
Financial planner	<input type="checkbox"/>	<input type="checkbox"/>
Bank or credit union	<input type="checkbox"/>	<input type="checkbox"/>
Government/private agency	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

**44. Did you pay someone who promised to resolve your difficulties, but they did not?**

- Yes                       No

### The Property/Mortgage Today

**45. Compared to January 2020, how would you describe your situation today?**

- Still own property and have a mortgage  
 Still own property but no mortgage } **Skip to 55**  
 In the process of foreclosure now  
 No longer own the property } **Skip to 57**  
 Other \_\_\_\_\_

**46. Did you ever consider selling this property?**

- Yes → **Skip to 48**  
 No

**47. Were any of the following a reason you did not consider selling this property?**

	Yes	No
Not enough equity in the property	<input type="checkbox"/>	<input type="checkbox"/>
Selling is too much trouble, very stressful	<input type="checkbox"/>	<input type="checkbox"/>
Problems were not yet severe enough to warrant selling	<input type="checkbox"/>	<input type="checkbox"/>
Wanted to stay as long as I could/try to work out problems	<input type="checkbox"/>	<input type="checkbox"/>

**48. Compared to January 2020, how would you describe the loan terms and lender on this mortgage? If you got a forbearance, do not consider this a change in the terms of your loan.**

- Same terms, same lender  
 Same terms, different lender  
 Different terms, same lender  
 Different terms, different lender } **Skip to 52**

**49. At any time in 2020, did you ever consider changing the loan terms or lender on this mortgage?**

- Yes  
 No → **Skip to 55**

**50. Did you take any specific action to change the loan terms or lender?**

- Shopped around for rates, information, etc.  
 Talked with a lender/servicer and was told I did not qualify  
 Applied but withdrew the application  
 Applied but was rejected by the lender/servicer  
 Applied, was accepted, but decided not to change  
 Did not take any action

**51. Were any of the following a reason you did not or could not change the loan terms or lender?**

	Yes	No
Not enough income to qualify	<input type="checkbox"/>	<input type="checkbox"/>
Low credit score, credit issues	<input type="checkbox"/>	<input type="checkbox"/>
Too much other debt	<input type="checkbox"/>	<input type="checkbox"/>
Savings not worth the cost or hassle	<input type="checkbox"/>	<input type="checkbox"/>
New loan not better than what I had	<input type="checkbox"/>	<input type="checkbox"/>
Low appraisal/home value	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

→ **Skip to 54**

### Changed Lender/Loan Terms

**52. When did you change the loan terms and/or lender?**

\_\_\_\_\_/\_\_\_\_\_  
 Month / Year

**53. How does the new loan compare to the old loan?**

	Higher	Same	Lower
Monthly payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Principal balance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Interest rate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Remaining years/months on loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**54. Did you change the loan terms and/or lender for any of the following reasons?**

	Yes	No
Could not afford to make the payments	<input type="checkbox"/>	<input type="checkbox"/>
Divorce, separation, or partner left	<input type="checkbox"/>	<input type="checkbox"/>
Death of a household member	<input type="checkbox"/>	<input type="checkbox"/>
Illness or disability	<input type="checkbox"/>	<input type="checkbox"/>
Job loss	<input type="checkbox"/>	<input type="checkbox"/>
Avoid foreclosure	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

**Still Own The Property**

**55. How likely is it that in the next year or two you will...?**

	Very	Somewhat	Not at all
Sell your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Move but keep your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Refinance the mortgage on your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pay off your mortgage and own property mortgage-free	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lose your property because you cannot afford the payment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**56. Did the Covid-19 (coronavirus) pandemic cause you to do any of the following?**

	Yes	No
Delay or cancel a major home improvement or remodeling project	<input type="checkbox"/>	<input type="checkbox"/>
Delay or cancel maintenance	<input type="checkbox"/>	<input type="checkbox"/>
Delay or cancel a planned move or sale of your property	<input type="checkbox"/>	<input type="checkbox"/>
Sell investment property or second home	<input type="checkbox"/>	<input type="checkbox"/>
Take out a home equity loan/line of credit	<input type="checkbox"/>	<input type="checkbox"/>

→ Skip to 62

**No Property/No Mortgage**

**57. What happened to the property you no longer have?**

- Sold the property at reduced price agreed to by lender (short sale)
- Sold the property - regular sale
- Property in foreclosure now
- Property was taken in foreclosure
- Gave home to lender to cancel mortgage debt (deed-in-lieu, mortgage release, "cash for keys")
- Walked away and let the lender have the property
- Other \_\_\_\_\_

**58. When did this happen?**

\_\_\_\_\_/\_\_\_\_\_  
Month / Year

**59. Considering the decision to end the mortgage, would you say the decision was primarily...**

- Your or your family's decision
- Lender or servicer's decision
- Other \_\_\_\_\_

**60. Which of the following best describes why you no longer have this property?**

- Owed more on the loan than the property was worth or could sell it for
- Could not afford the mortgage and related expenses (maintenance, taxes, condo fees, etc.)
- Could afford the property, but no longer have it for other reasons (specify) \_\_\_\_\_

**61. Do you currently own or rent your primary residence?**

- Own → Skip to 63
- Rent
- Live with family or friends

**62. When do you think you might purchase another primary residence?**

- 1 – 2 years
- 3 – 5 years
- Over 5 years
- Never

63. Would any of the following events cause you to consider buying sooner or at all?

	Yes	No
Increase in income/more hours at work	<input type="checkbox"/>	<input type="checkbox"/>
Improved credit score	<input type="checkbox"/>	<input type="checkbox"/>
Saving more for a down payment	<input type="checkbox"/>	<input type="checkbox"/>
Paying off other debts first	<input type="checkbox"/>	<input type="checkbox"/>
Lower interest rate	<input type="checkbox"/>	<input type="checkbox"/>
Lower required credit score	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

Nothing, will not buy again

## Your Household

64. What is your current marital status?

- Married
- Separated
- Never married
- Divorced
- Widowed

65. 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.

66. Age at last birthday:      You      Spouse/  
   \_\_\_\_years      Partner  
   \_\_\_\_years

67. Sex:

	You	Spouse/ Partner
Male	<input type="checkbox"/>	<input type="checkbox"/>
Female	<input type="checkbox"/>	<input type="checkbox"/>

68. Highest level of education achieved:

	You	Spouse/ Partner
Some schooling	<input type="checkbox"/>	<input type="checkbox"/>
High school graduate	<input type="checkbox"/>	<input type="checkbox"/>
Technical school	<input type="checkbox"/>	<input type="checkbox"/>
Some college	<input type="checkbox"/>	<input type="checkbox"/>
College graduate	<input type="checkbox"/>	<input type="checkbox"/>
Postgraduate studies	<input type="checkbox"/>	<input type="checkbox"/>

69. Hispanic or Latino:

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

70. 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"/>

71. If you were working at the beginning of 2020 how were you paid? Mark all that apply.

	You	Spouse/ Partner
Salary	<input type="checkbox"/>	<input type="checkbox"/>
Commissions	<input type="checkbox"/>	<input type="checkbox"/>
Bonus	<input type="checkbox"/>	<input type="checkbox"/>
Contract worker	<input type="checkbox"/>	<input type="checkbox"/>
Hourly wages	<input type="checkbox"/>	<input type="checkbox"/>
Tips	<input type="checkbox"/>	<input type="checkbox"/>
Self-employed/other	<input type="checkbox"/>	<input type="checkbox"/>
Not working	<input type="checkbox"/>	<input type="checkbox"/>

72. What was your work status at the beginning of 2020? 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, furlough	<input type="checkbox"/>	<input type="checkbox"/>
Not working for pay ( <i>student, homemaker, disabled</i> )	<input type="checkbox"/>	<input type="checkbox"/>

73. Did you experience any of the following in 2020? Mark all that apply

	You	Spouse/ Partner
Reduced hours at work	<input type="checkbox"/>	<input type="checkbox"/>
Reduction in pay	<input type="checkbox"/>	<input type="checkbox"/>
Temporarily laid-off, furloughed	<input type="checkbox"/>	<input type="checkbox"/>
Job loss, unemployment	<input type="checkbox"/>	<input type="checkbox"/>

**74. What is your work status today?** *Mark all that apply.*

	You	Spouse/ Partner
No change from beginning of year	<input type="checkbox"/>	<input type="checkbox"/>
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, furlough	<input type="checkbox"/>	<input type="checkbox"/>
Not working for pay ( <i>student, homemaker, disabled</i> )	<input type="checkbox"/>	<input type="checkbox"/>

**75. Ever serve 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"/>

**76. Besides you (and your spouse/partner), who else is a permanent resident in your household?** *Mark all that apply.*

- Children/grandchildren 12 and under
- Children/grandchildren 13 -18
- Children/grandchildren age 19 or older
- Parents of you or your spouse or partner
- Other relatives like siblings or cousins
- Non-relatives
- No one else

**77. Has anyone temporarily moved into your home?** *Mark all that apply.*

- Adult children
- Grandchildren
- Parents
- Someone else
- No one

**78. In 2020, did any of the following happen?**

	Yes	No
Marriage, remarried or new partner	<input type="checkbox"/>	<input type="checkbox"/>
New permanent addition to your household (not spouse/partner)	<input type="checkbox"/>	<input type="checkbox"/>
Death of household member	<input type="checkbox"/>	<input type="checkbox"/>
Separation, divorce or partner left	<input type="checkbox"/>	<input type="checkbox"/>
Other person left your household (not spouse/partner)	<input type="checkbox"/>	<input type="checkbox"/>
Disability or serious illness of a household member	<input type="checkbox"/>	<input type="checkbox"/>

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

- Yes
- No → **Skip to 81**

**80. How well do you speak English?**

- Very well
- Well
- Not well
- Not at all

**81. In 2019, what was your total annual household income before taxes?**

- 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

**82. What do you think your total annual household will be in 2020 compared to 2019?**

- A lot higher
- Somewhat higher
- Same
- Somewhat lower
- A lot lower

**83. How likely is it that your total annual household income in 2021 will return to what it was in 2019?**

- Very likely
- Somewhat likely
- Not at all likely

**84. 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"/>

**85. 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"/>

**86. 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 risks expecting to earn substantial returns
- Take above-average risks expecting to earn above-average returns
- Take average risks expecting to earn average returns
- Not willing to take any financial risks

**87. In 2020, how have the following changed?**

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

**88. Over the next 12 months, how do you expect the following to change?**

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

**89. How likely is it, that if needed, you will be able to...**

	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"/>

**90. 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 a 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"/>

**91. Do you know anyone who in the past year...**

	Yes	No
Is behind in making their mortgage payments	<input type="checkbox"/>	<input type="checkbox"/>
Stopped making monthly mortgage payments when they could afford it	<input type="checkbox"/>	<input type="checkbox"/>
Has gotten forbearance relief from their lender/loan servicer	<input type="checkbox"/>	<input type="checkbox"/>
Has gone through foreclosure where the lender took over the property	<input type="checkbox"/>	<input type="checkbox"/>

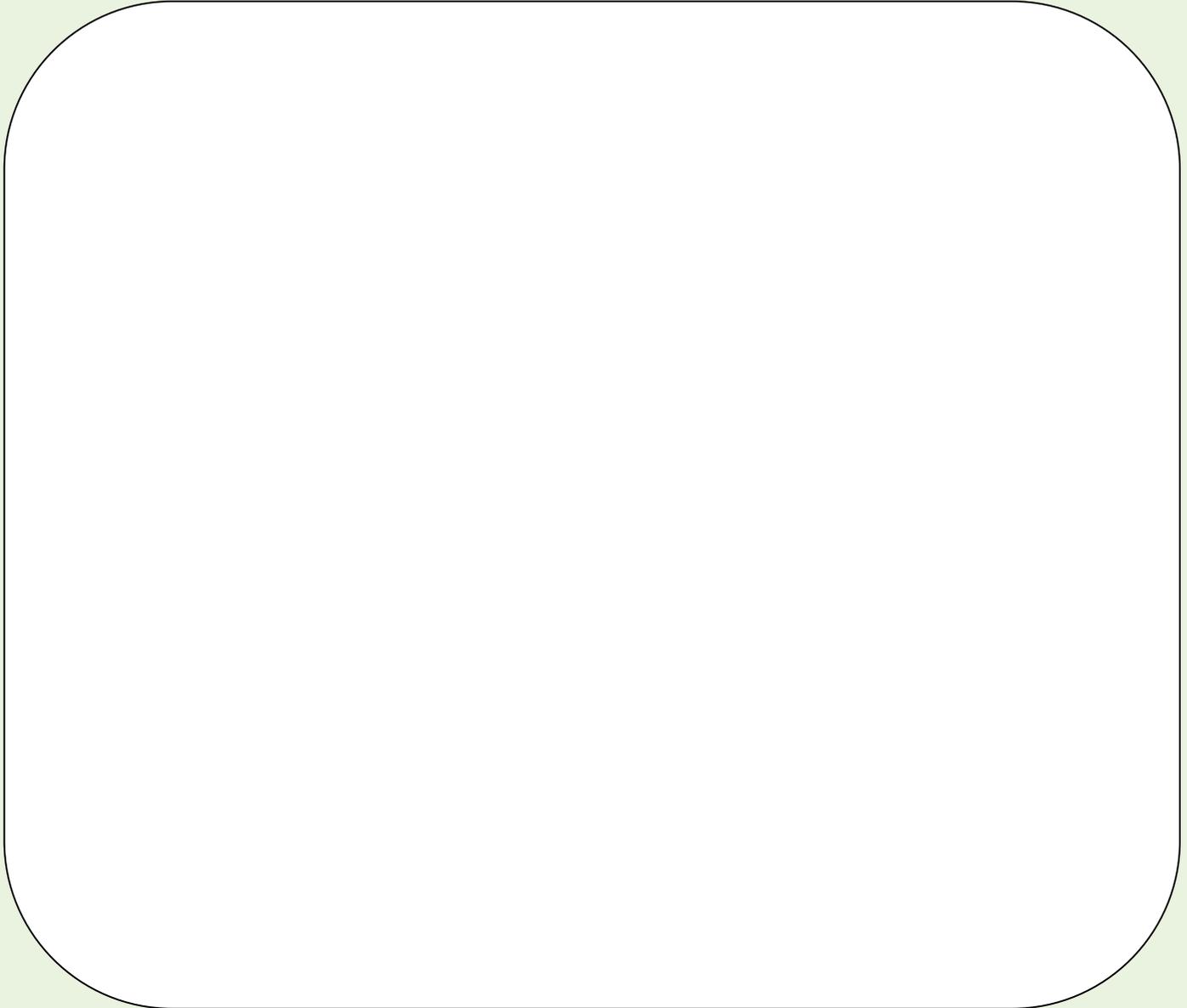
**92. Do you agree or disagree with the following statements?**

	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 stop making mortgage payments when you can afford it	<input type="checkbox"/>	<input type="checkbox"/>
It is okay to stop making mortgage payments to pay other bills	<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"/>

**The Federal Housing Finance Agency and the Consumer Financial Protection Bureau appreciate your assistance.**

*We have provided space below for any additional comments. If the Covid-19 (coronavirus) pandemic affected your ability to make your mortgage payments in ways we have not covered in this survey, tell us about it here.*

***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 1-855-531-0724.**