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# *The covid pandemic and your mortgage*

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## *American Survey of Mortgage Borrowers*

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.

**To complete the survey online, in English or Spanish**

**Go to: [www.ASMBsurvey.com](http://www.ASMBsurvey.com)**

**Enter the unique access code provided in the letter we sent you.**

*Para contestar la encuesta por Internet en inglés o en español*

*Vaya a: [www.ASMBsurvey.com](http://www.ASMBsurvey.com)*

*Ingrese el código de acceso único que se le envió en la carta.*

If you have any questions, please call us toll free 1-855-531-0724 or visit our websites, [fhfa.gov/ASMB](http://fhfa.gov/ASMB) or [consumerfinance.gov/ASMB](http://consumerfinance.gov/ASMB)

# American Survey of Mortgage Borrowers

## WHO ARE THE SURVEY SPONSORS?

The **Federal Housing Finance Agency (FHFA)**, is an independent regulatory agency responsible for the effective supervision, regulation, and housing mission oversight of **Fannie Mae, Freddie Mac**, the Federal Home Loan Bank System, and the Office of Finance, and ensures a competitive, liquid, efficient, and resilient housing finance market.

The **Consumer Financial Protection Bureau (CFPB)** is a Federal agency created in 2010 to make mortgages, credit cards, automobile and other consumer loans work better and ensure that these markets are fair, transparent, and competitive.

## WHY TAKE THIS SURVEY?

The most effective way for the sponsoring agencies 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 since the start of the covid pandemic.

## HOW LONG WILL IT TAKE?

The time will vary based on your experiences, but you can expect to spend 15-25 minutes.

## HOW WERE YOU SELECTED?

Survey recipients were selected at random from across the United States. Your answers will not be connected to your name or any other identifying information.

Thank you for helping us assist future borrowers.

**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.

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**OMB No. XXXX-XXXX**  
**Expires xx/xx/xxxx**

The covid pandemic has affected all aspects of people’s lives with many facing financial difficulties, particularly in paying their mortgage. Your experience is very important as we learn how you worked through this difficult time.

## Financial and Household Events During the Pandemic

1. Think back to March 2020, the start of the covid pandemic. Since then, did your household experience any of the following?

	Yes	No
Major decrease in household income	<input type="checkbox"/>	<input type="checkbox"/>
Major increase in household expenses	<input type="checkbox"/>	<input type="checkbox"/>
Change in the number of persons living in your household	<input type="checkbox"/>	<input type="checkbox"/>

2. Since the start of the pandemic, was your household impacted financially by any of the following?

	Yes	No
Unexpected home repairs	<input type="checkbox"/>	<input type="checkbox"/>
Unexpected medical expenses	<input type="checkbox"/>	<input type="checkbox"/>
Increase in childcare expenses	<input type="checkbox"/>	<input type="checkbox"/>
Loss of rental income	<input type="checkbox"/>	<input type="checkbox"/>
Business failure	<input type="checkbox"/>	<input type="checkbox"/>
Having to provide financial help to family or friends	<input type="checkbox"/>	<input type="checkbox"/>

3. Did you delay, reduce, or cancel any of the following during the pandemic?

	Yes	No
Major home improvement	<input type="checkbox"/>	<input type="checkbox"/>
Major purchases	<input type="checkbox"/>	<input type="checkbox"/>
Home maintenance	<input type="checkbox"/>	<input type="checkbox"/>
Payments on credit cards or other loans (not your mortgage)	<input type="checkbox"/>	<input type="checkbox"/>
Planned move or sale of a property	<input type="checkbox"/>	<input type="checkbox"/>

4. Were any of the following done to address your financial situation during the pandemic?

	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"/>
Borrowed money from a bank	<input type="checkbox"/>	<input type="checkbox"/>
Sold investment property or second home	<input type="checkbox"/>	<input type="checkbox"/>
Sold other assets (car, boat etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Rented out part of my property or added roommates	<input type="checkbox"/>	<input type="checkbox"/>
Got unemployment benefits	<input type="checkbox"/>	<input type="checkbox"/>

## Your Mortgage at the Start of the Pandemic

5. At the start of the pandemic, March 2020, did you have a mortgage loan?

- Yes, I had at least one mortgage loan
- No, I did not have a mortgage loan on any property → Skip to 57 on page 7

*If you had more than one mortgage loan at the start of the pandemic, refer to the mortgage you took out the earliest, even if it was subsequently refinanced, modified, or paid off.*

6. Did your loan servicer on this mortgage change since the start of the pandemic? A loan servicer is the company to whom you send your mortgage payments and make inquiries about your mortgage.

- Yes
- No
- Don't know

7. Did you have any contact with your loan servicer to...?

	Yes	No
Confirm receipt of a payment	<input type="checkbox"/>	<input type="checkbox"/>
Correct errors in your file	<input type="checkbox"/>	<input type="checkbox"/>
Discuss escrow, insurance or tax issues	<input type="checkbox"/>	<input type="checkbox"/>
Ask about pre-paying or paying more than the required regular payment	<input type="checkbox"/>	<input type="checkbox"/>

8. During the pandemic did your servicer do any of the following?

	Yes	No
Make it difficult to contact them	<input type="checkbox"/>	<input type="checkbox"/>
Mishandle any payments	<input type="checkbox"/>	<input type="checkbox"/>
Change terms of your servicing agreement	<input type="checkbox"/>	<input type="checkbox"/>
Change due date or frequency of payments	<input type="checkbox"/>	<input type="checkbox"/>
Change mortgage payments or loan terms	<input type="checkbox"/>	<input type="checkbox"/>

9. Did you have any contact with your servicer since the start of the pandemic?

- Yes  
 No **Skip to 13**

10. Was the servicer contact about...?

	Yes	No
A way to defer or delay mortgage payments	<input type="checkbox"/>	<input type="checkbox"/>
Changing the terms of your mortgage	<input type="checkbox"/>	<input type="checkbox"/>
Refinancing your mortgage	<input type="checkbox"/>	<input type="checkbox"/>
A way to get caught up on missed payments	<input type="checkbox"/>	<input type="checkbox"/>
Available government programs	<input type="checkbox"/>	<input type="checkbox"/>
Financial counseling	<input type="checkbox"/>	<input type="checkbox"/>
Debt consolidation	<input type="checkbox"/>	<input type="checkbox"/>
Selling or giving up the property	<input type="checkbox"/>	<input type="checkbox"/>

11. Were any of the following a challenge to you in communicating with your servicer?

	Yes	No
Servicer was unable/unwilling to help me	<input type="checkbox"/>	<input type="checkbox"/>
Did not feel comfortable talking with the servicer representative	<input type="checkbox"/>	<input type="checkbox"/>
Servicer gave inconsistent or conflicting information	<input type="checkbox"/>	<input type="checkbox"/>
Did not know I qualified for any program	<input type="checkbox"/>	<input type="checkbox"/>
Did not know how to apply for programs	<input type="checkbox"/>	<input type="checkbox"/>
Application process for programs was too much trouble	<input type="checkbox"/>	<input type="checkbox"/>
Was told I did not qualify for a program	<input type="checkbox"/>	<input type="checkbox"/>
Difficulty getting the correct documents submitted in a timely manner	<input type="checkbox"/>	<input type="checkbox"/>
Turned down for the programs I applied to	<input type="checkbox"/>	<input type="checkbox"/>
Other problem (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

12. Since the start of the pandemic, did your servicer offer you any of the following?

	Yes	No	Don't Know
Way to make up missed payments	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Way for you to modify your mortgage payment permanently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Way to sell the property to satisfy the mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Way to give the property to the lender to satisfy the mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. Since the start of the pandemic, did you have any concerns or difficulties making payments on this mortgage?

- Yes  
 No

14. Which of the following best describes what happened to payments on this mortgage since the start of the pandemic?

- Made all payments in full and on time  
 Made all payments but some were late or partial  
 Missed one or more payments

15. Overall, how satisfied were you with your servicer?

- Very       Somewhat       Not at all

16. At any time since the start of the pandemic did you get advice or help to address any payment concerns/difficulties on this mortgage from any of the following?

	Yes	No
Professional housing counselor	<input type="checkbox"/>	<input type="checkbox"/>
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"/>
Course about managing your finances	<input type="checkbox"/>	<input type="checkbox"/>
Other (specify) _____	<input type="checkbox"/>	<input type="checkbox"/>

17. Did you pay someone who promised to resolve your payment concerns/difficulties on this mortgage?

- Yes, and it was helpful  
 Yes, but it was not helpful  
 No

## Mortgage Forbearance on this Mortgage

**18. During the covid pandemic, many borrowers were able to obtain a forbearance plan from their servicer. Did you get a forbearance on this mortgage (a deferral, payment holiday, temporary pause or reduction in mortgage payments)?**

- Yes  
 No **Skip to 25**

**19. When you got a forbearance, were you clear on what would happen at the end of the forbearance period and how to repay any missed payments?**

- Yes  
 No

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

- Still in forbearance  
 In the process of getting out of forbearance now  
 Out of forbearance

**21. Which one of the following best describes how any missed payments were/will be repaid?**

- Paid when the forbearance period was/is up (*lump sum payment*)  
 Added to the mortgage and paid when the mortgage was/is paid off or property was/is sold  
 Paid through a loan modification, repayment plan, or other arrangement  
 Unsure/don't know how missed payments will be repaid  
 Did not/will not have any missed payments

**22. Did the missed payments enable you to do any of the following?**

	Yes	No
Pay for emergency expenses (car repair, medical expenses, etc.)	<input type="checkbox"/>	<input type="checkbox"/>
Pay other bills or debts	<input type="checkbox"/>	<input type="checkbox"/>
Make home repairs/improvements	<input type="checkbox"/>	<input type="checkbox"/>
Make up for lost income	<input type="checkbox"/>	<input type="checkbox"/>
Put money into savings	<input type="checkbox"/>	<input type="checkbox"/>

- Did not/will not have any missed payments

**23. Did you encounter any of the following regarding your forbearance?**

	Yes	No
Needed more time in forbearance	<input type="checkbox"/>	<input type="checkbox"/>
Trouble reaching a person knowledgeable about my account	<input type="checkbox"/>	<input type="checkbox"/>
Servicer provided conflicting or inaccurate information	<input type="checkbox"/>	<input type="checkbox"/>
Problems submitting documents to the servicer ( <i>lost or had to resubmit, etc.</i> )	<input type="checkbox"/>	<input type="checkbox"/>
Payments made during forbearance not applied in the way I wanted or expected	<input type="checkbox"/>	<input type="checkbox"/>
Mortgage payments or balance after forbearance ended were not what I expected	<input type="checkbox"/>	<input type="checkbox"/>
Repayment plan wasn't what I wanted or expected	<input type="checkbox"/>	<input type="checkbox"/>

**24. Is there any additional problem you encountered with your forbearance that you'd like to tell us about?**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Terms of this Mortgage

**25. Which one of these reasons best describes why you took out this mortgage?**

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

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

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

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

\$\_\_\_\_\_ . 00       Don't know

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

\$\_\_\_\_\_ . 00       Don't know

## Property Associated with this Mortgage

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

\_\_\_\_\_ %  Don't know

**30. 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)

**31. When you took out this mortgage, did 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"/>

**32. 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"/>

**33. 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"/>

**34. When did you first become the owner of the property associated with this mortgage?**

\_\_\_\_\_/\_\_\_\_\_  
month    year

**35. 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) \_\_\_\_\_

**36. 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

**37. About how much do you think this property is worth now or the sale price if you sold it?**

\$\_\_\_\_\_ .00  Don't know

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

- Primary residence (*where you spend 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) \_\_\_\_\_

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

- Yes
- No

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

- Increase a lot
- Increase a little
- Stay about the same
- Decrease a little
- Decrease a lot

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

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

This Mortgage Today

42. Did you, or are you in the process of, getting a repayment plan to deal with any missed payments?

- Yes
- No
- No missed payments

43. Since March 2020, did you, or are you in the process of doing, any of the following with this mortgage?

- Refinance it
  - Modify it
  - Pay it off/sell property
  - No change in mortgage
- } Skip to 47

44. How does/will the new mortgage compare to the old mortgage?

	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"/>

45. Were any of the following a reason you did/will refinance or modify this mortgage?

	Yes	No
Change to a fixed-rate loan	<input type="checkbox"/>	<input type="checkbox"/>
Get a lower interest rate	<input type="checkbox"/>	<input type="checkbox"/>
Remove private mortgage insurance	<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"/>
Buy out co-signer(s)/co-owner(s)	<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"/>
Needed to pay back missed payments	<input type="checkbox"/>	<input type="checkbox"/>
Required by the lender or servicer	<input type="checkbox"/>	<input type="checkbox"/>

46. When did you (or expect to) refinance, modify or pay off this mortgage?

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

47. How would you describe your situation today with the property associated with this mortgage?

- Still own it
  - In the process of selling or in foreclosure
  - No longer own it
- } Skip to 50 on page 6

48. Were any of the following a reason you did not sell this property?

	Yes	No
Didn't want to sell	<input type="checkbox"/>	<input type="checkbox"/>
Can't afford to move/sell	<input type="checkbox"/>	<input type="checkbox"/>
Selling is too much trouble	<input type="checkbox"/>	<input type="checkbox"/>
Problems not severe enough to sell	<input type="checkbox"/>	<input type="checkbox"/>
Not enough equity in the property	<input type="checkbox"/>	<input type="checkbox"/>

49. In the next year or two, how likely is it that 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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pay off your mortgage and own 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"/>

Skip to 57 on page 6 →

## No Longer Own this Property

50. Which one of the following best describes what happened to the property you no longer have?

- Sold the property - regular sale
- Sold the property at reduced price agreed to by lender (short sale)
- In the process of being foreclosed
- 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 (specify) \_\_\_\_\_

51. When did this happen?

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

52. Was what happened to your property primarily...

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

53. Were any of the following a reason you no longer have this property?

	Yes	No
Difficulties making the mortgage payments	<input type="checkbox"/>	<input type="checkbox"/>
Owed more on the loan than the property was worth or could sell it for	<input type="checkbox"/>	<input type="checkbox"/>
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 spouse/partner)	<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"/>

54. Do you currently own or rent your primary residence?

- Own → Skip to 57
- Rent
- Live with family or friends

55. When do you think you might purchase a primary residence?

- Less than 3 years
- 3 – 5 years
- More than 5 years
- Never

56. Would any of the following events cause you to consider either buying a primary residence 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

57. What is your current marital status?

- Married
- Separated
- Never married
- Divorced
- Widowed

58. 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.

59. Age at last birthday: \_\_\_\_\_years \_\_\_\_\_years

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

60. Sex:

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



**61. 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"/>

**62. Hispanic or Latino:**

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

**63. 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 Other Pacific Islander	<input type="checkbox"/>	<input type="checkbox"/>

**64. 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, furloughed	<input type="checkbox"/>	<input type="checkbox"/>
Not working for pay ( <i>student, homemaker, disabled</i> )	<input type="checkbox"/>	<input type="checkbox"/>

**65. How do you or your spouse currently get 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"/>

**66. Did any of these work changes occur during the pandemic?** *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"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>

**67. Did you or your spouse do any of the following during the pandemic?** *Mark all that apply.*

	You	Spouse/ Partner
Retired as planned	<input type="checkbox"/>	<input type="checkbox"/>
Retired earlier than planned	<input type="checkbox"/>	<input type="checkbox"/>
Quit job/reduced hours to care for children	<input type="checkbox"/>	<input type="checkbox"/>
Quit job/reduced hours to care for other family members	<input type="checkbox"/>	<input type="checkbox"/>
Quit job for other reasons	<input type="checkbox"/>	<input type="checkbox"/>
Increased work hours or overtime	<input type="checkbox"/>	<input type="checkbox"/>
Took a higher-paying job	<input type="checkbox"/>	<input type="checkbox"/>
Took a lower-or same- paying job	<input type="checkbox"/>	<input type="checkbox"/>
Took a second job	<input type="checkbox"/>	<input type="checkbox"/>
None of the above	<input type="checkbox"/>	<input type="checkbox"/>

**68. 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"/>

**69. Besides you (and your spouse/partner), who else permanently lives in your home?**  
*Mark all that apply.*

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

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

- College students
- Other adult children
- Grandchildren
- Parents
- Someone else
- No one

**71. Since the start of the pandemic, did any of the following happen?**

	Yes	No
Married, remarried or new partner	<input type="checkbox"/>	<input type="checkbox"/>
Separated, divorced or partner left	<input type="checkbox"/>	<input type="checkbox"/>
Disability of a household member	<input type="checkbox"/>	<input type="checkbox"/>
Serious illness of a household member	<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"/>
Person left household (not spouse/partner)	<input type="checkbox"/>	<input type="checkbox"/>

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

- Yes  
 No → Skip to 74

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

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

**74. 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

**75. How does your income now compare to pre-pandemic?**

- A lot higher
- Somewhat higher
- About the same
- Somewhat lower
- A lot lower

**76. How likely is it that your total annual household income will increase next year?**

- Very likely
- Somewhat likely
- Not at all likely

**77. 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"/>

**78. Do you or 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"/>

**79. 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

**80. Since the pandemic, 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"/>

**81. 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"/>

**82. How likely is it, that if needed, you would 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"/>

**83. Which one of the following best describes your willingness or ability to move from your primary residence?**

- Willing and able to move
- Willing but unable to move
- Unwilling to move
- Unsure/Don't know at this time

**84. Do you know anyone in the past year who...?**

	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 or servicer	<input type="checkbox"/>	<input type="checkbox"/>
Has gone through foreclosure where the lender took over the property	<input type="checkbox"/>	<input type="checkbox"/>

**85. How well could you explain to someone the...**

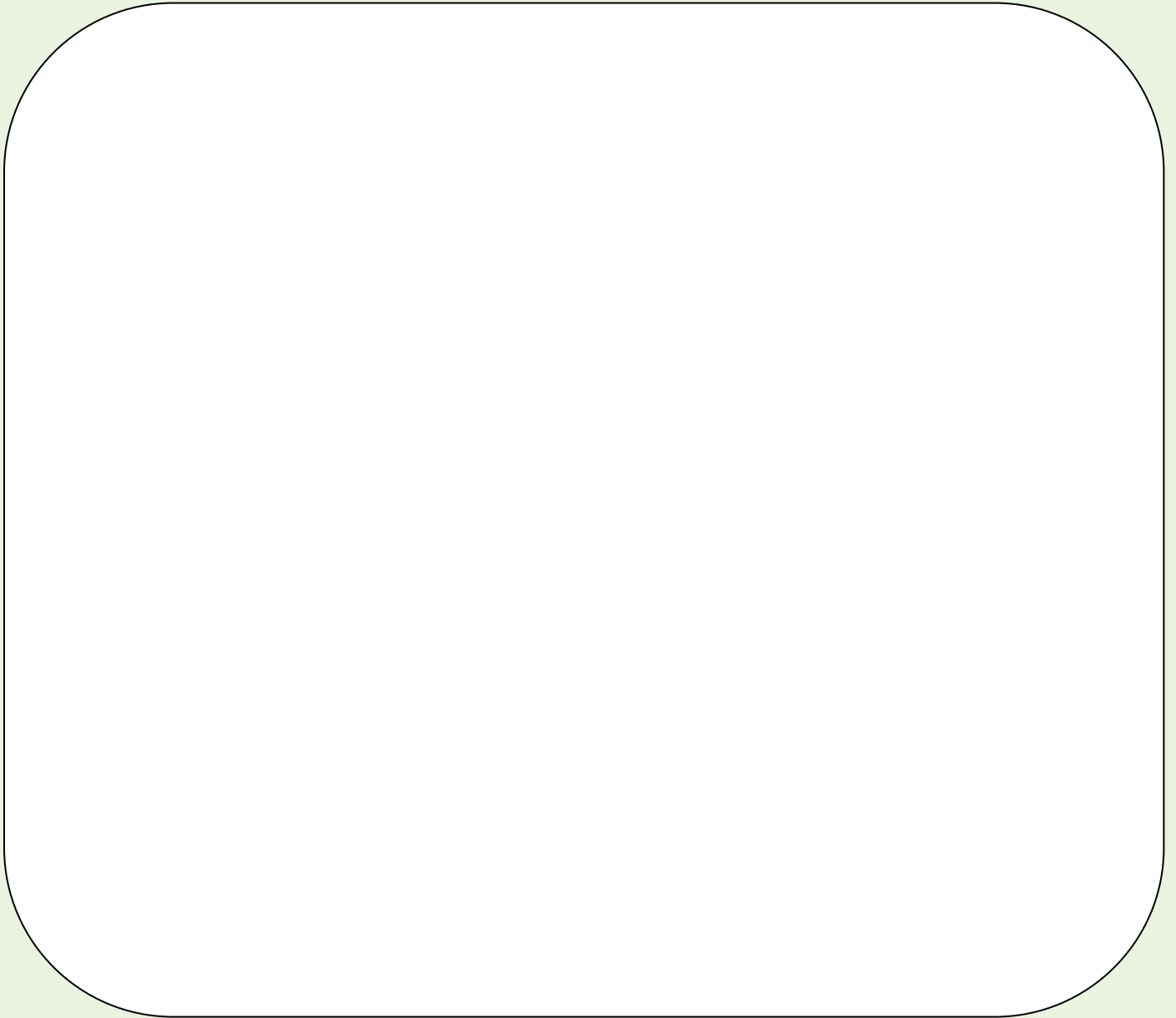
	Very	Somewhat	Not At All
Process of taking out a mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difference between a fixed- and an adjustable-rate mortgage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difference between a prime and a subprime loan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Difference between a <u>mortgage's</u> 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"/>

**86. 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"/>

We have provided space below for any additional comments. If the covid pandemic affected your ability to make your mortgage payments in ways we have not covered in this survey, please tell us about it here.

**Please do not put your name or address on the questionnaire.**

A large, empty rounded rectangular box with a thin black border, intended for the respondent to provide additional comments or information regarding their mortgage payments during the COVID-19 pandemic.

**Thank you for completing our survey!**

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

FHFA  
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