implementing Title VII of the Civil Rights Act of 1964 \(^3\) and Executive Order 11246 (E.O. 11246).\(^4\) This information collection does not impose additional recordkeeping burdens on such contractors and subcontractors. FAR 52.222–26, Equal Opportunity, requires that such contractors’ contracts and subcontracts include a clause implementing E.O. 11246. OFCCP regulations require each contractor with 50 or more employees and a Federal contract or subcontract of $50,000 or more to maintain records on the race, ethnicity, gender, and EEO–1 job category of each employee.\(^5\) OFCCP regulations also require each such contractor to: (1) Demonstrate that it has made a good faith effort to remove identified barriers, expand employment opportunities, and produce measurable results;\(^6\) and (2) develop and maintain a written program summary describing the policies, practices, and procedures that the contractor uses to ensure that applicants and employees received equal opportunities for employment and advancement.\(^7\) In lieu of creating and maintaining a separate workforce inclusion plan to submit in satisfaction of the MWI Clause, a contractor or subcontractor with 50 or more employees could submit the written program summary that it is already required to maintain under the OFCCP regulations to demonstrate its good faith efforts to ensure the fair inclusion of minorities and women in its workforce.

With respect to reporting burden, FHFA estimates that it will take each contractor or subcontractor with 50 or more employees approximately one hour to retrieve, review, and submit the documentation specified in the MWI Clause. Thus, the estimate of the triennial burden upon contractors or subcontractors with 50 or more employees associated with reporting requirements under this information collection is 48 hours (48 respondents \(\times\) 1 hour per respondent) and the annual burden is 16 hours.

(2) Documentation Submitted by Contractors With Fewer Than 50 Employees

FHFA estimates that the average annual burden on contractors and subcontractors with fewer than 50 employees will be 156 hours (150 recordkeeping hours + 6 reporting hours).

OFCCP regulations require contractors with fewer than 50 employees to maintain records on the race, ethnicity, and gender of each employee.\(^8\) FHFA believes that such contractors also keep EEO–1 job category information in the normal course of business, despite the fact that they are not required by law to do so. However, contractors or subcontractors with fewer than 50 employees may not have the type of written program summary that is required of larger contractors under the OFCCP regulations or any similar document that could be submitted as a workforce inclusion plan under the MWI Clause. Accordingly, such contractors or subcontractors may need to create a workforce inclusion plan to comply with the MWI Clause.

In order to estimate the burden associated with creating a workforce inclusion plan, FHFA considered the OFCCP’s burden estimates for the time needed to develop the written program summaries required under its regulations.\(^9\) In its OMB Supporting Statement, the OFCCP estimated that a contractor with 50 to 100 employees would take approximately 73 hours to create an initial written program summary. While the OFCCP regulations require contractors to perform time-consuming quantitative analyses when developing their written program summaries, such analyses would not be required in connection with the creation of a workforce inclusion plan. For this reason, FHFA believes that a contractor could develop a workforce inclusion plan in about one-third of the time that it would take to develop the written program summary required under the OFCCP regulations.

FHFA estimates that a contractor or subcontractor with fewer than 50 employees would spend approximately 25 hours creating a workforce inclusion plan for the first time. It is likely that, going forward, many small contractors and subcontractors will simply submit updated versions of workforce inclusion plans that they have submitted previously. For purposes of this burden estimate, however, FHFA has assumed that all small contractors and subcontractors will need to create a new plan every time they are required to submit information under the MWI clause. This results in an estimated average triennial recordkeeping burden on all contractors and subcontractors with fewer than 50 employees over the next three years of 450 hours (18 respondents \(\times\) 25 hours per respondent), with an annual burden of 150 hours.

As with larger entities, FHFA estimates that it will take each contractor and subcontractor with fewer than 50 employees approximately one hour to retrieve, review, and submit the documentation specified in the MWI Clause. Thus, FHFA estimates that the average triennial reporting burden on all contractors and subcontractors with fewer than 50 employees will be 18 hours (18 respondents \(\times\) 1 hour per respondent), with an annual burden of 6 hours.

D. Comment Request

In accordance with the requirements of 5 CFR 1320.8(d), FHFA published an initial notice and request for public comments regarding this information collection in the Federal Register on May 27, 2020.\(^10\) The 60-day comment period closed on July 27, 2020. FHFA received no comments.

FHFA requests written comments on the following: (1) Whether the collection of information is necessary for the proper performance of FHFA functions, including whether the information has practical utility; (2) the accuracy of FHFA’s estimates of the burdens of the collection of information; (3) ways to enhance the quality, utility, and clarity of the information collected; and (4) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology.

Robert Winkler,
Chief Information Officer, Federal Housing Finance Agency.

[FR Doc. 2020–16599 Filed 7–30–20; 8:45 am]

BILLING CODE 8070–01–P

FEDERAL HOUSING FINANCE AGENCY

[No. 2020–N-14]

Proposed Collection; Comment Request

AGENCY: Federal Housing Finance Agency.


SUMMARY: In accordance with the requirements of the Paperwork Reduction Act of 1995 (PRA), the

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\(^3\) See 42 U.S.C. 2000e, et seq.
\(^4\) E.O. 11246, 30 FR 12319 (Sept. 28, 1965).
\(^5\) See 41 CFR 60–1.7.
\(^6\) See 41 CFR 60–2.17.
\(^7\) See 41 CFR 60–2.31.
\(^8\) See 41 CFR 60–3.4.
\(^10\) See 85 FR 31777 (May 27, 2020).
Federal Housing Finance Agency (FHFA) is seeking public comments concerning an information collection known as the “American Survey of Mortgage Borrowers (ASMB),” which has been assigned control number 2590–0015 by the Office of Management and Budget (OMB). FHFA intends to submit the information collection to OMB for review and approval of an emergency six month renewal of the control number, which expired on July 31, 2019.

DATES: Interested persons may submit comments on or before August 31, 2020.

ADDRESSES: Submit comments to the Office of Information and Regulatory Affairs of the Office of Management and Budget, Attention: Desk Officer for the Federal Housing Finance Agency, Washington, DC 20503, Fax: (202) 395–3047. Email: OIRA_submissions@omb.eop.gov. Please also submit comments to FHFA, identified by “Proposed Collection; Comment Request: ‘American Survey of Mortgage Borrowers, (No. 2020–N–14)’” by any of the following methods:

- Agency website: www.fhfa.gov/open-for-comment-or-input.
- Mail/Hand Delivery: Federal Housing Finance Agency, Eighth Floor, 400 Seventh Street SW, Washington, DC 20219, ATTENTION: Proposed Collection; Comment Request: “American Survey of Mortgage Borrowers, (No. 2020–N–14).” Please note that all mail sent to FHFA via U.S. Mail is routed through a national irradiation facility, a process that may delay delivery by approximately two weeks. For any time-sensitive correspondence, please plan accordingly.

We will post all public comments we receive without change, including any personal information you provide, such as your name and address, email address, and telephone number, on the FHFA website at http://www.fhfa.gov. In addition, copies of all comments received will be available for examination by the public through the electronic comment docket for this PRA Notice also located on the FHFA website.

FOR FURTHER INFORMATION CONTACT: Saty Patrabansh, Manager, National Mortgage Database Program, Saty.Patrabansh@fhfa.gov, (202) 649–3213; or Angela Supervielle, Counsel, Angela.Supervielle@fhfa.gov, (202) 649–3973, (these are not toll-free numbers), Federal Housing Finance Agency, 400 Seventh Street SW, Washington, DC 20219. The Telecommunications Device for the Hearing Impaired is (800) 877–8339.

SUPPLEMENTARY INFORMATION:

A. Background

The ASMB is a component of the “National Mortgage Database” (NMDB®) Program, which is a joint effort of FHFA and the Consumer Financial Protection Bureau (CFPB) (jointly, “the agencies”). The NMDB Program is designed to satisfy the Congressionally-mandated requirements of section 1324(c) of the Federal Housing Enterprises Financial Safety and Soundness Act. Section 1324(c) requires that FHFA conduct a monthly survey to collect data on the characteristics of individual prime and subprime mortgages, and on the borrowers and properties associated with those mortgages, in order to enable it to prepare a detailed annual report on the mortgage market activities of the Federal National Mortgage Association (Fannie Mae) and the Federal Home Loan Mortgage Corporation (Freddie Mac) for review by the appropriate Congressional oversight committees. The NMDB Program, which is a joint effort of FHFA and CFPB jointly established the NMDB Program in 2012. The Program is designed to provide comprehensive information about the U.S. mortgage market and has three primary components: (1) The NMDB; (2) the quarterly National Survey of Mortgage Originations (NSMO); and (3) the ASMB.

The NMDB is a de-identified loan-level database of closed-end first-lien residential mortgage loans that is representative of the market as a whole, contains detailed loan-level information on the terms and performance of the mortgages and the characteristics of the associated borrowers and properties, is continually updated, has an historical component dating back to 1998, and provides a sampling frame for surveys to collect additional information. The core data in the NMDB are drawn from a random 1-in-20 sample of all closed-end first-lien mortgages outstanding at any time between January 1998 and the present in the files of Experian, one of the three national credit repositories. A random 1-in-20 sample of mortgages newly-reported to Experian is added each quarter.

The NMDB draws additional information on mortgages in the NMDB datasets from other existing sources, including Home Mortgage Disclosure Act (HMDA) data that are maintained by the Federal Financial Institutions Examination Council (FFIEC), property valuation models, and administrative data files maintained by Fannie Mae and Freddie Mac and by federal agencies. FHFA also obtains data from the two surveys conducted as part of the project—the NSMO and the ASMB. The NSMO is a quarterly survey that provides critical and timely information on newly-originated mortgages and those borrowing that are not available from other sources, including: the range of nontraditional and subprime mortgage products being offered, the methods by which these mortgages are being marketed, and the characteristics of borrowers for these types of loans.2

While the NSMO provides information on newly-originated mortgages, the ASMB focuses on borrowers’ experience with maintaining their existing mortgages. This includes their experience maintaining mortgages under financial stress, their experience in soliciting financial assistance, their success in accessing federally sponsored programs designed to assist them, and, where applicable, any challenges they may have had in terminating a mortgage loan. In short, the ASMB is designed to collect information necessary to allow empirical analysis of two questions of vital importance to residential mortgage market policymakers and stakeholders: (1) What factors explain or predict which borrowers will become delinquent on their mortgages? and (2) Once a borrower becomes delinquent, what factors explain or predict whether the borrower will (a) become current on the loan, (b) decide they cannot afford the mortgage and sell the property or modify the mortgage, or (c) remain delinquent and enter into foreclosure?

From 2016 through 2018, the ASMB questionnaire was sent once annually to a stratified random sample of 10,000 borrowers with mortgages in the NMDB. In 2018, the ASMB had an 18.7 percent overall response rate, which yielded 1,793 survey responses. FHFA did not undertake the ASMB during 2019, but

1 OMB has cleared the NSMO under the PRA and assigned it control no. 2590–0012, which expires on June 30, 2021.
intends to send out the survey again in the Fall of 2020. The 2018 and 2020 survey questionnaires are substantially similar, except in that a number of questions specifically relating to the COVID–19 pandemic and its effects have been added to the 2020 questionnaire. Eight new questions have been added regarding expanded mortgage payment forbearance options that may have been offered to borrowers. Two other new questions address the effect of the COVID–19 pandemic on borrowers’ homeownershipships and unemployment. Because of the elimination of several questions, as well as the combination of some other questions, the total number of questions has actually decreased from 93 on the 2018 survey questionnaire to 92 on the 2020 questionnaire.

Each of the 92 questions on the 2020 survey questionnaire is designed to elicit one or more of five different categories of information that are not available in the administrative data and that are needed either to properly analyze the issues described above or to validate the survey responses. These categories are: (1) Information needed to validate that the survey reached the correct borrower and that the borrower is providing answers about the correct loan; (2) information about the mortgage loan that does not exist in sufficient detail in the administrative data; (3) information about the borrower’s economic circumstances that does not exist, or exists in insufficient detail, in the administrative data; (4) information about the borrower’s attitudes regarding his or her mortgage, property, interactions with lenders and servicers, and life circumstances; and (5) information needed to determine the ultimate outcome of the borrower’s delinquency and the interim steps that led to that outcome.

B. Need For and Use of the Information Collection

FHFA views the NMDB Program as a whole, including the ASMB, as the monthly “survey” required by section 1324(c) of the Safety and Soundness Act. Core inputs to the NMDB, such as a regular refresh of the credit repository data, occur monthly, though the actual surveys conducted under the NMDB Project do not. The information collected through the ASMB is used, in combination with information obtained from existing sources in the NMDB, to assist FHFA in understanding how the performance of existing mortgages is influencing the residential mortgage market, what different borrower groups are discussing with their servicers when they are under financial stress, and consumers’ opinions of federally-sponsored programs designed to assist them. This important, but otherwise unavailable, information assists FHFA in the supervision of its regulated entities (Fannie Mae, Freddie Mac, and the Federal Home Loan Banks) and in the development and implementation of appropriate and effective policies and programs. The information may also be used for research and analysis by CFPB and other federal agencies that have regulatory and supervisory responsibilities and mandates related to mortgage markets and to provide a resource for research and analysis by academics and other interested parties outside of the government.

As discussed above, the agencies have added to the 2020 ASMB survey questionnaire a number of questions relating to the effect of the COVID–19 pandemic on home mortgage borrowers. FHFA and CFPB are actively engaged in developing policies in response to the COVID–19 pandemic and in support of the recently- enacted CARES Act, which addresses various ramifications of the pandemic, including its effects on the residential mortgage market. It is critical for both agencies to have timely access to this information to assist in evidenced-based policymaking in these areas.

FHFA is also seeking OMB approval to continue to conduct cognitive pre-testing of the survey materials. The Agency uses information collected through that process to assist in drafting and modifying the survey questions and instructions, as well as the related communications, to read in the way that will be most readily understood by the survey respondents and that will be most likely to elicit usable responses. Such information is also used to help the Agency decide on how best to organize and format the survey questionnaires.

C. Reason for Emergency Clearance Request

In accordance with the requirements of 5 CFR 1320.8(d), FHFA published a request for public comments regarding this information collection in the Federal Register on May 29, 2019, prior to the expiration of the control number. The 60-day comment period closed on July 29, 2019. FHFA received no comments.

D. Burden Estimate

This information collection consists of two components: (1) The survey; and (2) the pre-testing of the survey questionnaire and related materials through the use of focus groups. FHFA conducted the ASMB annually from 2016 through 2018, but did not conduct the survey in 2019. The Agency currently plans to conduct the survey next in the Fall of 2020. The decision as to whether to conduct the survey on an annual or a biennial basis going forward will depend upon the availability of funding and on the agencies’ assessments as to the need for the type of data collected through the survey. In order to preserve the ability to conduct the survey annually, FHFA assumes, for purposes of these burden estimates, that it will conduct the survey once annually over the next

\footnote{A copy of the draft 2020 survey questionnaire appears at the end of this notice.}
three years. The estimates assume that the Agency will conduct two rounds of pre-testing on each set of survey materials.

FHFA has analyzed the total hour burden on members of the public associated with conducting the survey (5,000 hours) and with pre-testing the survey materials (24 hours) and estimates the total annual hour burden imposed on the public by this information collection to be 5,024 hours. The estimate for each phase of the collection was calculated as follows:

(1) **Conducting the Survey**

FHFA estimates that the ASMB questionnaire will be sent to 10,000 recipients each time it is conducted. Although it expects that only about 1,800 of those surveys will be returned, FHFA has calculated the burden estimates below as if all of the surveys will be returned. Based on the reported experience of respondents to earlier ASMB questionnaires, FHFA estimates that it will take each respondent 30 minutes to complete each survey, including the gathering of necessary materials to respond to the questions. This results in a total annual burden estimate of 5,000 hours for the survey phase of this collection (1 survey per year × 10,000 respondents per survey × 30 minutes per respondent = 5,000 hours).

(2) **Pre-Testing the Materials**

FHFA estimates that it will sponsor two focus groups prior to conducting each annual survey, with 12 participants in each focus group, for a total of 24 focus group participants. It estimates the participation time for each focus group participant to be one hour, resulting in a total annual burden estimate of 24 hours for the pre-testing phase of the collection (2 focus groups per year × 12 participants in each group × 1 hour per participant = 24 hours).

**E. Comment Request**

FHFA requests written comments on the following: (1) Whether the collection of information is necessary for the proper performance of FHFA functions, including whether the information has practical utility; (2) the accuracy of FHFA’s estimates of the burdens of the collection of information; (3) ways to enhance the quality, utility, and clarity of the information collected; and (4) ways to minimize the burden of the collection of information on respondents, including through the use of automated collection techniques or other forms of information technology.

Robert Winkler,
Chief Information Officer, Federal Housing Finance Agency.

BILLING CODE 8070-01-P
What happened with your mortgage over the last year?

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

Esta encuesta está disponible en español en línea
Visite el sitio web www.ASMsurvey.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 improve 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 and 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 TBD.
1. At any time in 2020 did you have a mortgage loan?
   □ Yes, I had (or still have) at least one mortgage loan on any property ➡ Go to 64 on page 6
   □ No, I did not have a mortgage loan

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...
   □ A prepayment penalty (if the mortgage is paid off early)
   □ An escrow account for taxes and/or homeowner insurance
   □ An adjustable rate (one that can change over the life of the loan)
   □ A balloon payment
   □ Interest-only monthly payments
   □ Private mortgage insurance

9. When you took out this mortgage, how satisfied were you with the...
   □ Mortgage lender/broker you used
   □ Application process
   □ Documentation process required for the loan
   □ Loan closing process
   □ Information in mortgage disclosure documents
   □ Timeliness of mortgage disclosure documents
   □ Settlement agent

10. At the time you took out this mortgage, how satisfied were you that it was the one with the...
    □ Best terms to fit your needs
    □ Lowest interest rate you could qualify for
    □ Lowest closing cost

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, townhouse, or villa
    □ 2-unit, 3-unit, or 4-unit dwelling
    □ Apartment (or condos/co-op) in apartment building
    □ Unit in a partly commercial structure
    □ Other (specify) ________________________
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 affect
□ 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

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**Mortgage Forbearance**

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?

□ 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 29

22. How did you apply for forbearance?

□ 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...

□ 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

□ Yes  □ No
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
   - No – would have had concerns without forbearance
   → 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?
   - Layoff, unemployment, or reduced hours of work
   - Retirement
   - Business failure
   - Separation, divorce or partner left
   - Illness, disability or death of someone in your household
   - Disaster affecting this property
   - Increase in required mortgage payments
   - Payments for other mortgages (e.g. HELOC, 2nd mortgage)
   - Payments for other large debts
   - Covid-19 (coronavirus) pandemic
   - Other unexpected expenses not listed above (specify)
   - Other loss of income not listed above (specify)

33. Did you do any of the following to address your concerns or difficulties paying this mortgage?
   - Borrowed money from family or friend
   - Borrowed from or cashed out a retirement account
   - Took out a home equity loan/line of credit
   - Borrowed money somewhere else
   - Rented out part of the property or added roommates
   - Put the property up for sale
   - Sold other assets
   - Delayed making any major purchases
   - Negotiated lower or delayed payments on expenses/debts (not your mortgage)
   - Reduced other expenses/purchases
   - Increased work hours
   - Started a second job
   - Started a new or better paying job
   - Received unemployment benefits
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?

[Table]

<table>
<thead>
<tr>
<th>Service</th>
<th>Don't Know</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>A loan modification</td>
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<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Refinancing your mortgage</td>
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<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Available government programs</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Financial counseling</td>
<td>☐</td>
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</tr>
<tr>
<td>Debt consolidation</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>A way to get caught up on missed payments</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Selling or giving up the property</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Other (specify)</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

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

[Table]

<table>
<thead>
<tr>
<th>Service</th>
<th>Don't Know</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>A repayment plan to make up missed payments</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>A pre-approved plan to modify your mortgage payment permanently</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>A way for you to apply to modify your mortgage payment permanently</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>A way to sell the property to satisfy the mortgage</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>A way to give the property to the lender to satisfy the mortgage</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

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?

[Table]

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

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...

<table>
<thead>
<tr>
<th>Format</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>In person, one-on-one</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>In person, in a group</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Over the phone</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Online</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Required</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

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...

- A real estate agent
- Family or friends
- Lawyer
- Financial planner
- Bank or credit union
- Government/private agency
- Other (specify)

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

- Yes
- No

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
- In the process of foreclosure now
- No longer own the property

46. Did you ever consider selling this property?

- Yes
- No

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

- Not enough equity in the property
- Selling is too much trouble, very stressful
- Problems were not yet severe enough to warrant selling
- Wanted to stay as long as I could/try to work out problems

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

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

- Yes
- No

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

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

- Not enough income to qualify
- Low credit score, credit issues
- Too much other debt
- Savings not worth the cost or hassle
- New loan not better than what I had
- Low appraisal/home value
- Other (specify)

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

Month/Year
53. How does the new loan compare to the old loan?

<table>
<thead>
<tr>
<th></th>
<th>Higher</th>
<th>Same</th>
<th>Lower</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monthly payment</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Principal balance</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Interest rate</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Remaining years/months on loan</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

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
- Divorce, separation, or partner left
- Death of a household member
- Illness or disability
- Job loss
- Avoid foreclosure
- Other (specify)

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

<table>
<thead>
<tr>
<th></th>
<th>Very Likely</th>
<th>Somewhat Likely</th>
<th>Not at all</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sell your property</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Move but keep your property</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Refinance the mortgage on your property</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Pay off your mortgage and own property mortgage-free</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
<tr>
<td>Lose your property because you cannot afford the payment</td>
<td>☐</td>
<td>☐</td>
<td>☐</td>
</tr>
</tbody>
</table>

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
- Delay or cancel maintenance
- Delay or cancel a planned move or sale of your property
- Sell investment property or second home
- Take out a home equity loan or line of credit

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?  

<table>
<thead>
<tr>
<th>Event</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increase in income/more hours at work</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Improved credit score</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saving more for a down payment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Paying off other debts first</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lower interest rate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lower required credit score</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other (specify)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>□ Nothing, will not buy again</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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: ______ years  
- Spouse/Partner: ______ years  

67. Sex:  

- Male  
- Female  

68. Highest level of education achieved:  

- Some schooling  
- High school graduate  
- Technical school  
- Some college  
- College graduate  
- Postgraduate studies  

69. Hispanic or Latino:  

- Yes  
- No  

70. Race: Mark all that apply.  

- White  
- Black or African American  
- American Indian or Alaska Native  
- Asian  
- Native Hawaiian or Pacific Islander  

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

- Salary  
- Commissions  
- Bonus  
- Contract worker  
- Hourly wages  
- Tips  
- Self-employed/other  
- Not working  

72. What was your work status at the beginning of 2020? Mark all that apply.  

- Self-employed full time  
- Self-employed part time  
- Employed full time  
- Employed part time  
- Retired  
- Unemployed, temporarily laid-off, furlough  
- Not working for pay (student, homemaker, disabled)  

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

- Reduced hours at work  
- Reduction in pay  
- Temporarily laid-off, furloughed  
- Job loss, unemployment  
- Other (specify)  

- □ Yes  
- □ No
74. What is your work status today? Mark all that apply.

- No change from beginning of year
- Self-employed full time
- Self-employed part time
- Employed full time
- Employed part time
- Retired
- Unemployed, temporarily laid-off, furlough
- Not working for pay (student, homemaker, disabled)

75. Ever serve on active duty in the U.S. Armed Forces, Reserves or National Guard?

- Never served in the military
- Only on active duty for training in the Reserves or National Guard
- Now on active duty
- On active duty in the past, but not now

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?

- Marriage, remarried or new partner
- New permanent addition to your household (not spouse/partner)
- Death of household member
- Separation, divorce or partner left
- Other person left your household (not spouse/partner)
- Disability or serious illness of a household member

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?

- Wages or salary
- Business or self-employment
- Interest or dividends
- Alimony or child support
- Social Security, pension or other retirement benefits
85. Does anyone in your household have any of the following?

- Yes  No
  401(k), 403(b), IRA, or pension plan
  Stocks, bonds, or mutual funds (not in retirement accounts or pension plans)
  Certificates of deposit
  Investment real estate

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?

- Takes substantial risks expecting to earn substantial returns
- Takes above-average risks expecting to earn above-average returns
- Takes average risks expecting to earn average returns
- Not willing to take any financial risks

87. In 2020, how have the following changed?

<table>
<thead>
<tr>
<th>Significant Increase</th>
<th>Little/No Change</th>
<th>Significant Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing expenses</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Non-housing expenses</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Significant Increase</th>
<th>Little/No Change</th>
<th>Significant Decrease</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing expenses</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
<tr>
<td>Non-housing expenses</td>
<td>☐ ☐ ☐</td>
<td>☐ ☐ ☐</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Very</th>
<th>Somewhat</th>
<th>At All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pay your bills for the next 3 months without borrowing</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Get significant financial help from family or friends</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Borrow a significant amount from a bank or credit union</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Significantly increase your income</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
</tbody>
</table>

90. How well could you explain to someone the...

<table>
<thead>
<tr>
<th>Very</th>
<th>Somewhat</th>
<th>Not At All</th>
</tr>
</thead>
<tbody>
<tr>
<td>Process of taking out a mortgage</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Difference between a fixed- and an adjustable-rate mortgage</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Difference between a prime and a subprime loan</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Difference between a mortgage's interest rate and its APR</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Amortization of a loan</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Consequences of not making required mortgage payments</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Difference between lender's and owner's title insurance</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Relationship between discount points and interest rate</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
<tr>
<td>Reason payments into an escrow account can change</td>
<td>☐ ☐ ☐</td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Is behind in making their mortgage payments</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>Stopped making monthly mortgage payments when they could afford it</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>Has gotten forbearance relief from their lender or loan servicer</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>Has gone through foreclosure where the lender took over the property</td>
<td>☐ ☐</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owning a home is a good financial investment</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>Most mortgage lenders generally treat borrowers well</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>Most mortgage lenders would offer me roughly the same rates and fees</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>Late payments will lower my credit rating</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>Lenders shouldn't care about any late payments only whether loans are fully repaid</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>It is okay to stop making mortgage payments when you can afford it</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>It is okay to stop making mortgage payments to pay other bills</td>
<td>☐ ☐</td>
</tr>
<tr>
<td>I would consider counseling or taking a course about managing my finances if I faced financial difficulties</td>
<td>☐ ☐</td>
</tr>
</tbody>
</table>
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.