## **Bogged Down Borrowers**

Home buyers want the mortgage process to be less onerous and faster, but they also want more personal interaction as they navigate a transaction.

## Borrowers views on how to make the mortgage process easier:





20%
easier to shop and compare terms from lenders



16% less back and forth during the process

## Mortgage shoppers want the person-to-person interaction:



65%

prefer a person to explain mortgage terms and options



**58%** 

want assistance reviewing final loan documents



**58%** 

prefer a person to help them review final documents



56%

want help signing loan documents







Source: Fannie Mae National Housing Survey