

Pressures from Mortgage Lending are **HIGH** for Smaller Financial Institutions

Over **80%** of smaller financial institutions **engage in mortgage lending** so it's most likely you're feeling some, or all of these pressures.



COMPLIANCE PRESSURES

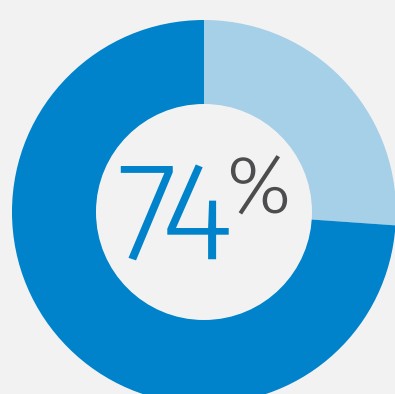
96% of banks have experienced **higher mortgage-specific compliance costs** in light of the recent regulatory reforms.

In 2016, compliance with mortgage-related regulations accounted for about **one-third of all regulatory costs**.

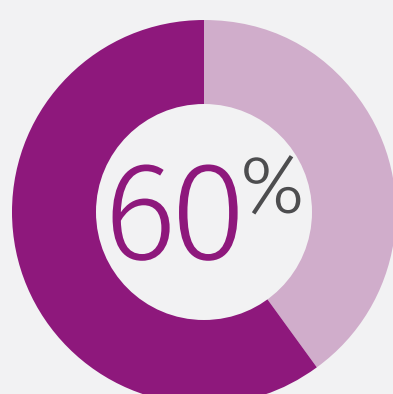
Source: American Bankers Association

Source: CommunityBanking.org

EFFICIENCY PRESSURES

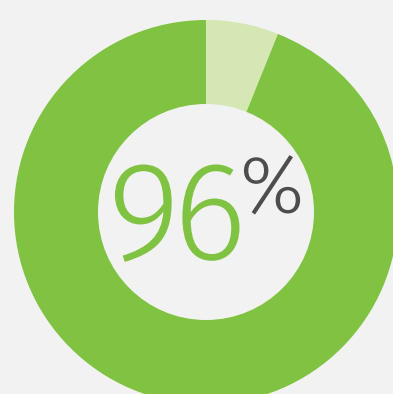


74% of banks say that their lending operations will benefit most by automation.



60% of financial intuitions say they will implement new technologies to reduce operating costs in order to drive growth and profitability in 2018.

Source: ABA Community Bank CEO Priorities for 2018



96% of financial institutions cite streamlining workflow as being the most important efficiency and cost savings priority for 2018.

COMPETITIVE PRESSURES

No longer are mortgages primarily written by financial institutions, today over **50% of mortgages are issued by non-bank lenders**.



Source: The Washington Post

CUSTOMER PRESSURES



A key component of improving the customer experience is personalization. People want to know that their bank understands them and provides **service suited to them**. Improve customer experience across every point of interaction, human and digital.

Source: Celent – top trends in retail banking – what to watch for in 2018



7 percent of first-time buyers regret their choice of a lender and 21 percent of all borrowers regret their choice. The most common reasons for dissatisfaction include lack of communication, unmet promises or **feeling pressured to choose a particular loan**.

Source: J.D. Power – Buyer's Remorse Is Relatively High despite Rising Satisfaction, J.D. Power Finds



“Generation Xers and baby boomers have more loyalty to their financial institutions and tend to look first for a credit card, a car loan or a mortgage to their bank,” he says. “Millennials don’t feel the same way and prefer to **start with an Internet search** for their best mortgage options.

Source: The Washington Post – The mortgage market is now dominated by non-bank lenders

Want to know how Wolters Kluwer is helping you **thrive** with mortgage lending?

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