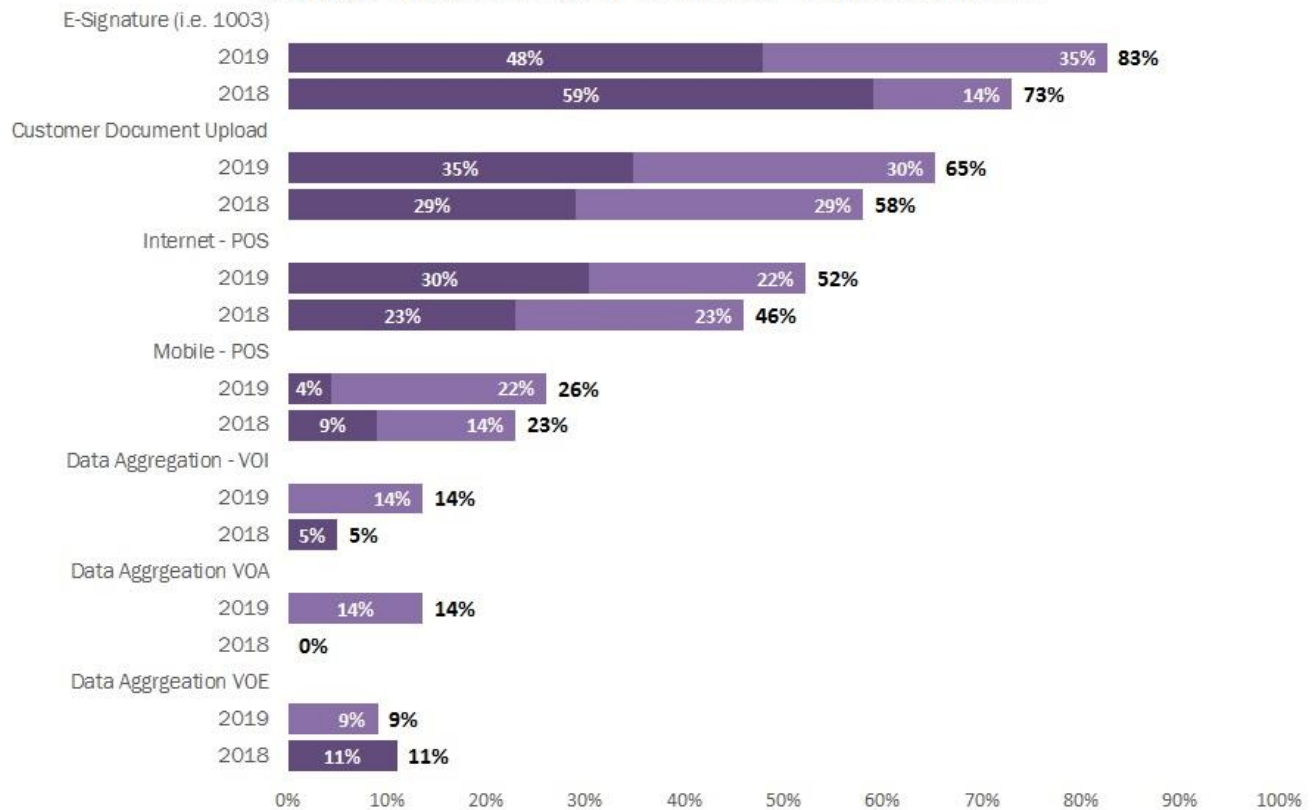


Chart of the Week - October 4, 2019

Mortgage Applicant Usage of Technology - Application Process



Source: MBA's 2019 Technology Profile Survey; www.mba.org/techsurveys

MBA recently released the results of its [2019 Technology Profile Survey](http://www.mba.org/techsurveys), completed by Chief Information Officers (CIOs) at mortgage lending institutions. CIOs reported on the mortgage applicant usage rates for seven different technologies that an applicant might use during the mortgage application process. This week's chart compares last year's survey results to this year's for companies that indicated they had at least 50 percent of applicants who use the specified technology in the application process.

For six out of seven surveyed technologies, mortgage applicant usage rates increased between the first half of 2018 and the first half of 2019. E-signatures continued to have the highest usage rates, with 83 percent of surveyed companies indicating at least half of their applicants used e-signature in the first half of 2019 versus 73 percent in the first half of 2018.

The [2019 Technology Profile Survey](http://www.mba.org/techsurveys) also surveyed CIOs on robotic process automation (RPA) and AI/Machine Learning capabilities for both production and servicing, as well as budget and benefits of these emerging technologies.

For more information on MBA's technology surveys, or to purchase the results, please visit www.mba.org/techsurveys

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