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MORTGAGE BANKERS ASSOCIATION

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MBA's Weekly Forbearance and Call Volume Survey

Results for Period from April 13 through April 19, 2020

Release Date: April 27, 2020

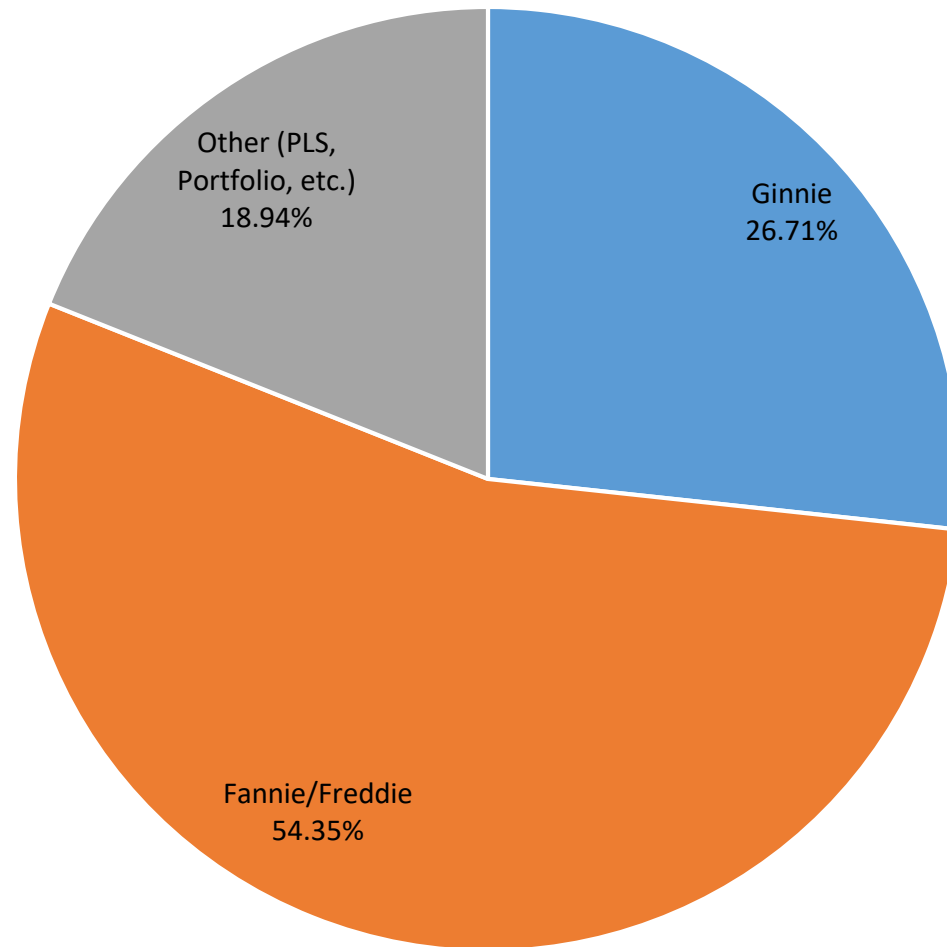
Weekly Highlights: April 13 through April 19

- MBA initiated a weekly survey of forbearance and call center activity the week of April 1, 2020. The purpose of this survey is to track the pace of activity relative to a baseline in early March. We are continuing this survey for the next few months.
- Total loans in forbearance as percent of servicing portfolio volume (#) as of April 19, 2020:
 - Total sample: 6.99 percent from 5.95 percent the previous week.
 - IMB sample: 6.52 percent from 5.69 percent the previous week.
 - Depository sample: 7.87 percent from 6.57 percent the previous week.
- Weekly forbearance requests as a percent of servicing portfolio volume (#) dropped to 1.14 percent from 1.79 percent the previous week.
- Weekly call center volume as a percent of servicing portfolio volume (#) increased to 10.0 percent from 8.8 percent the previous week.
- Call Center average speed to answer increased to 5.0 minutes from 4.9 minutes the previous week. Abandonment rates increased to 9.9 percent from 9.7 percent the previous week. Handle times rose to 7.7 minutes from 7.6 minutes the previous week.

About this Week's Survey

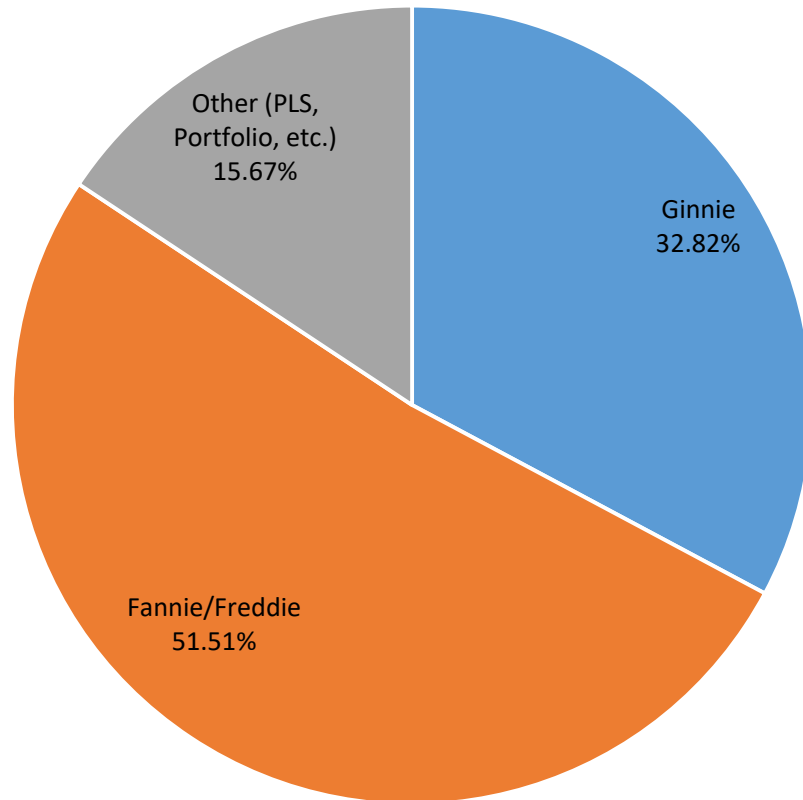
- Covers period from April 13, 2020 through April 19, 2020, weekly data, Monday through Sunday cadence.
- Volume based on units (loan count, # requests, call volume) not dollars.
- Participating Servicers:
 - Total Sample (includes 2 subservicers not included in breakouts): 53
 - Depositories: 22
 - Independent Mortgage Companies (IMBs): 29
- Includes data on 38.3 million loans serviced as of April 19, 2020, almost 77 percent of the first mortgage servicing market.

Survey Servicing Volume Share by Investor Type (%): 38.3 Million Loans

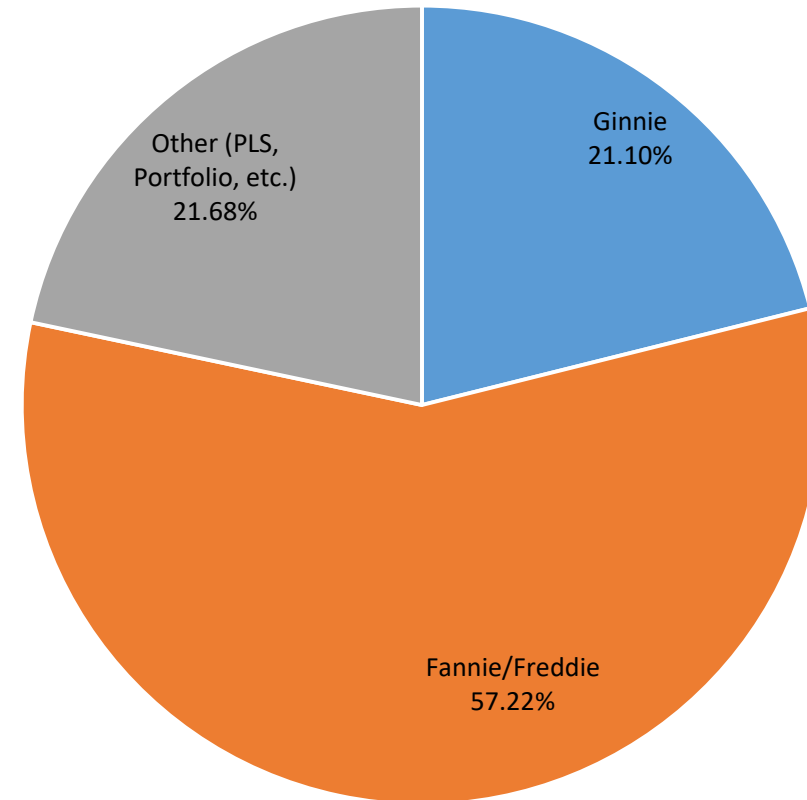


Survey Servicing Volume Share by Investor Type (%) – IMBs and Depositories

IMBS: 15.7 million loans



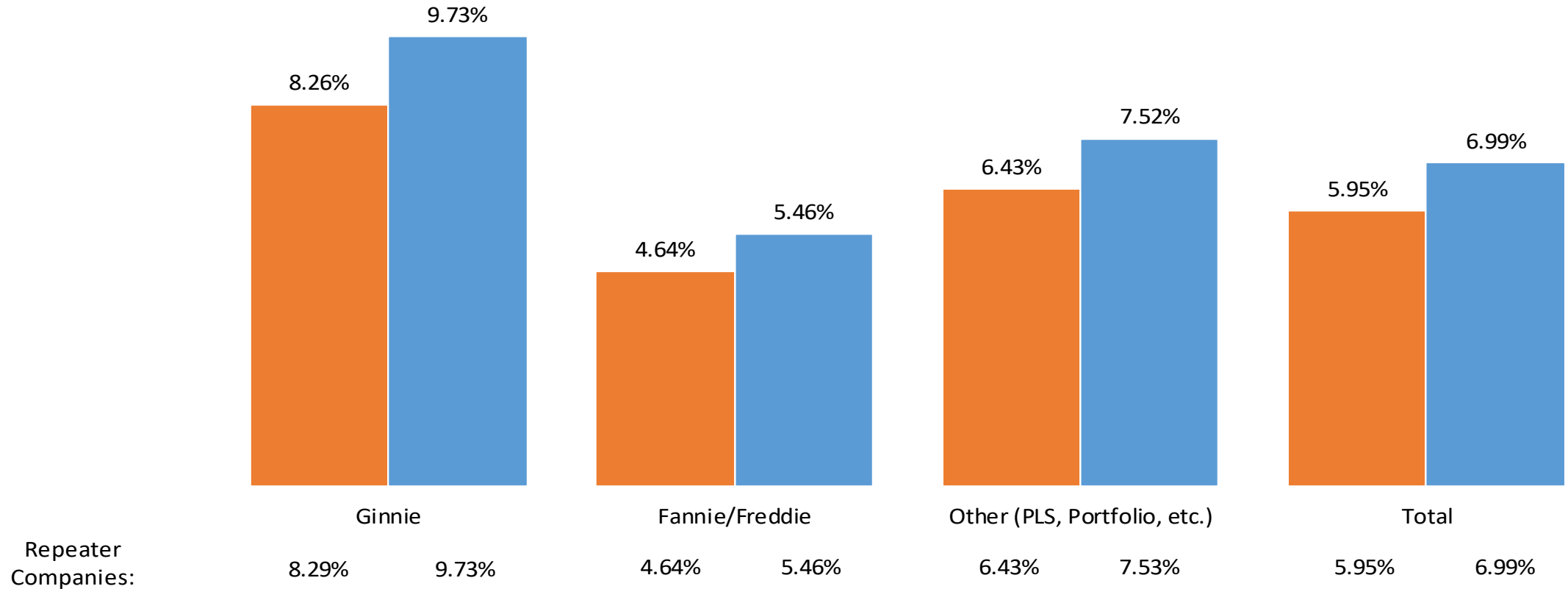
Depositories: 18.1 million loans



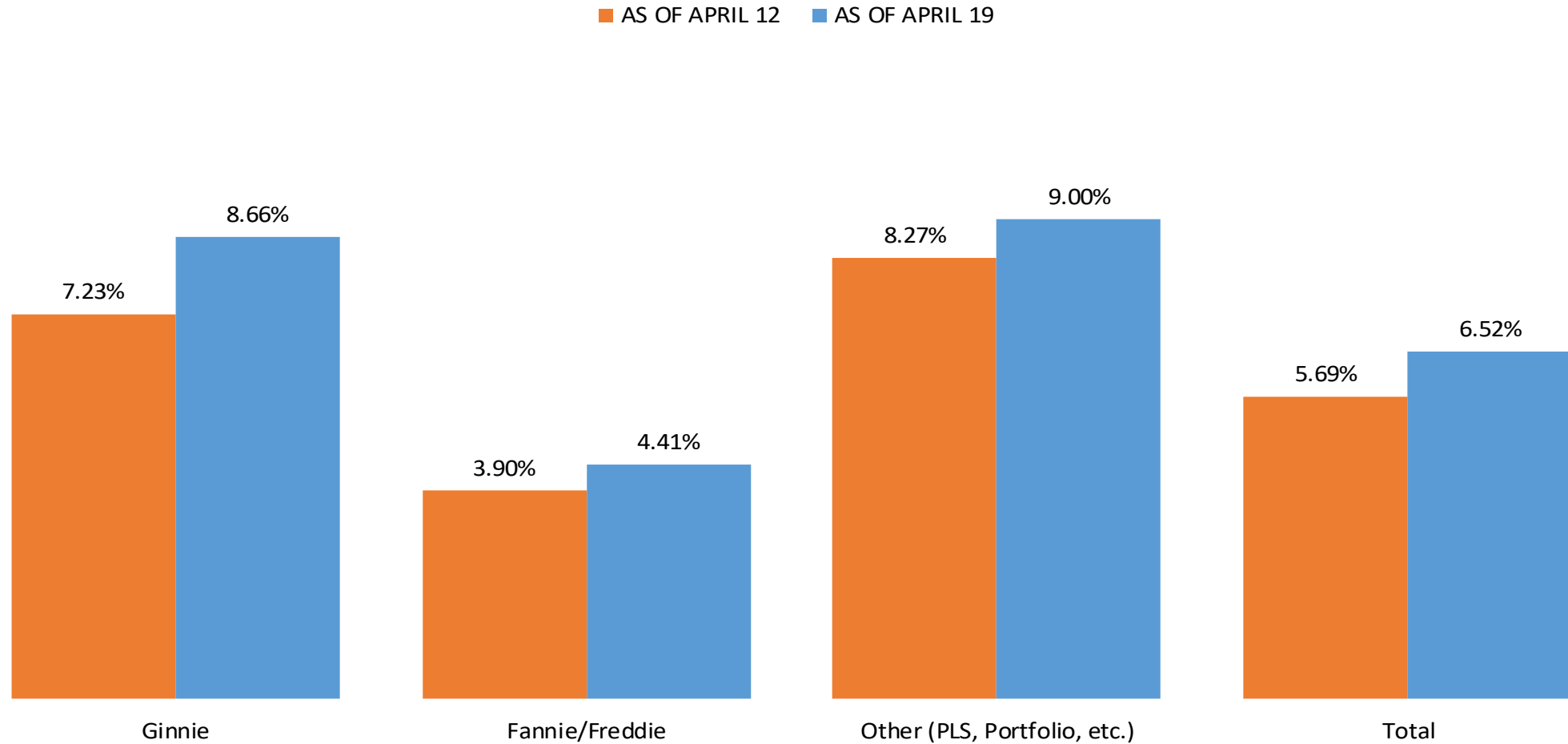
Forbearance Volume Charts

% of Servicing Portfolio Volume in Forbearance by Investor Type (Full Sample as of April 19, 2020)

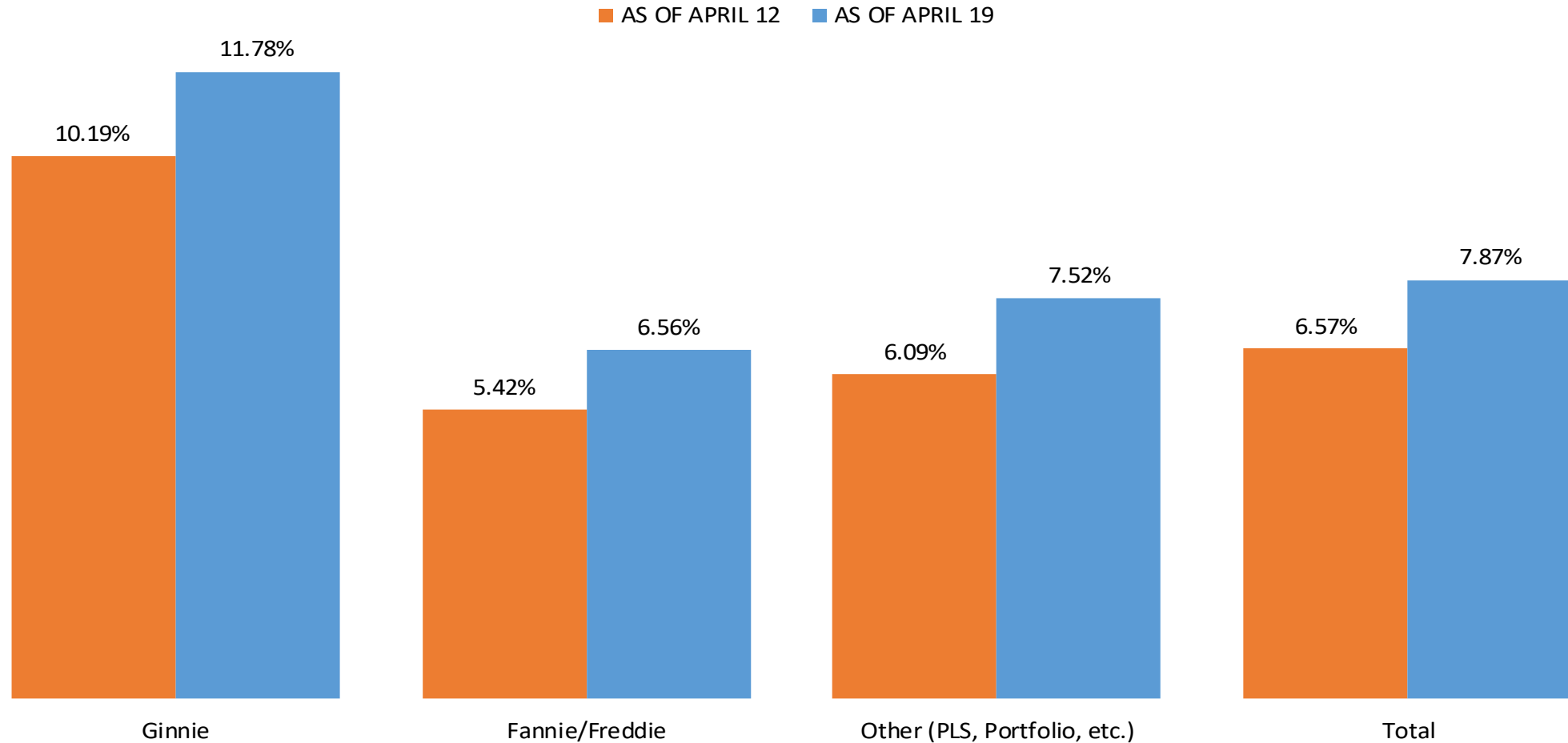
AS OF APRIL 12 AS OF APRIL 19



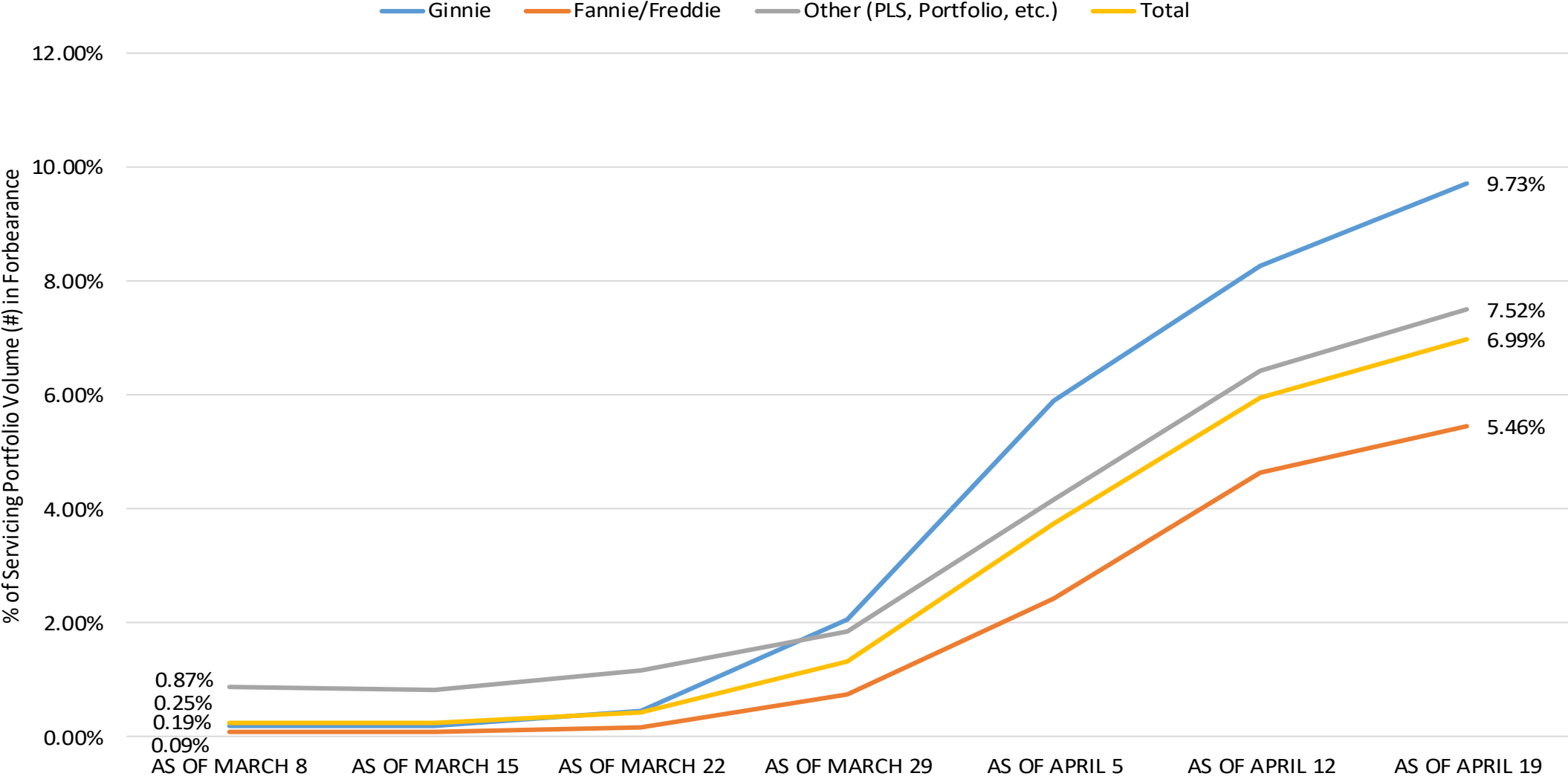
% of Servicing Portfolio Volume in Forbearance by Investor Type (IMB Sample Only as of April 19, 2020)



% of Servicing Portfolio Volume in Forbearance by Investor Type (Depository Sample Only as of April 19, 2020)

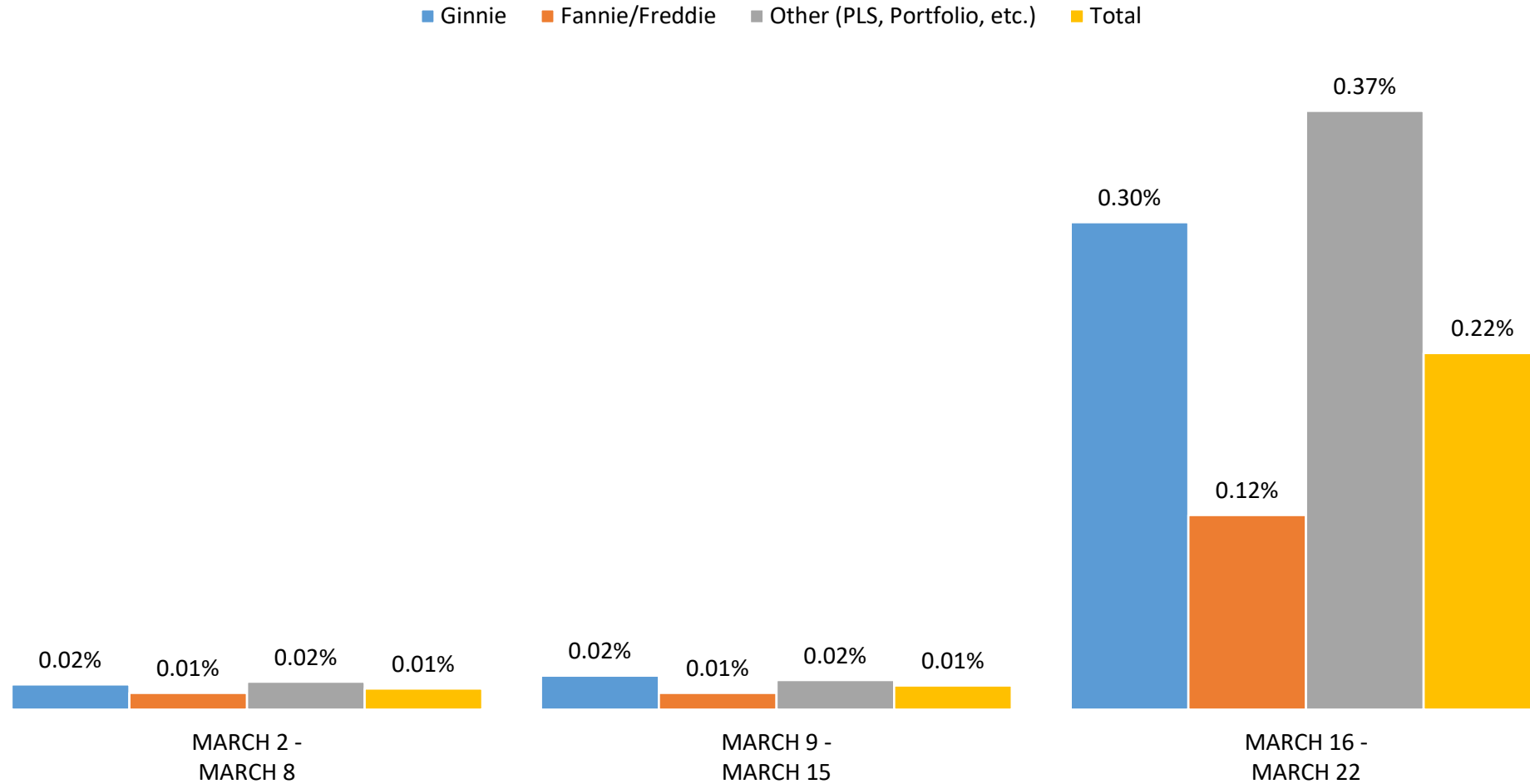


% of Servicing Portfolio Volume in Forbearance by Investor Type over Time

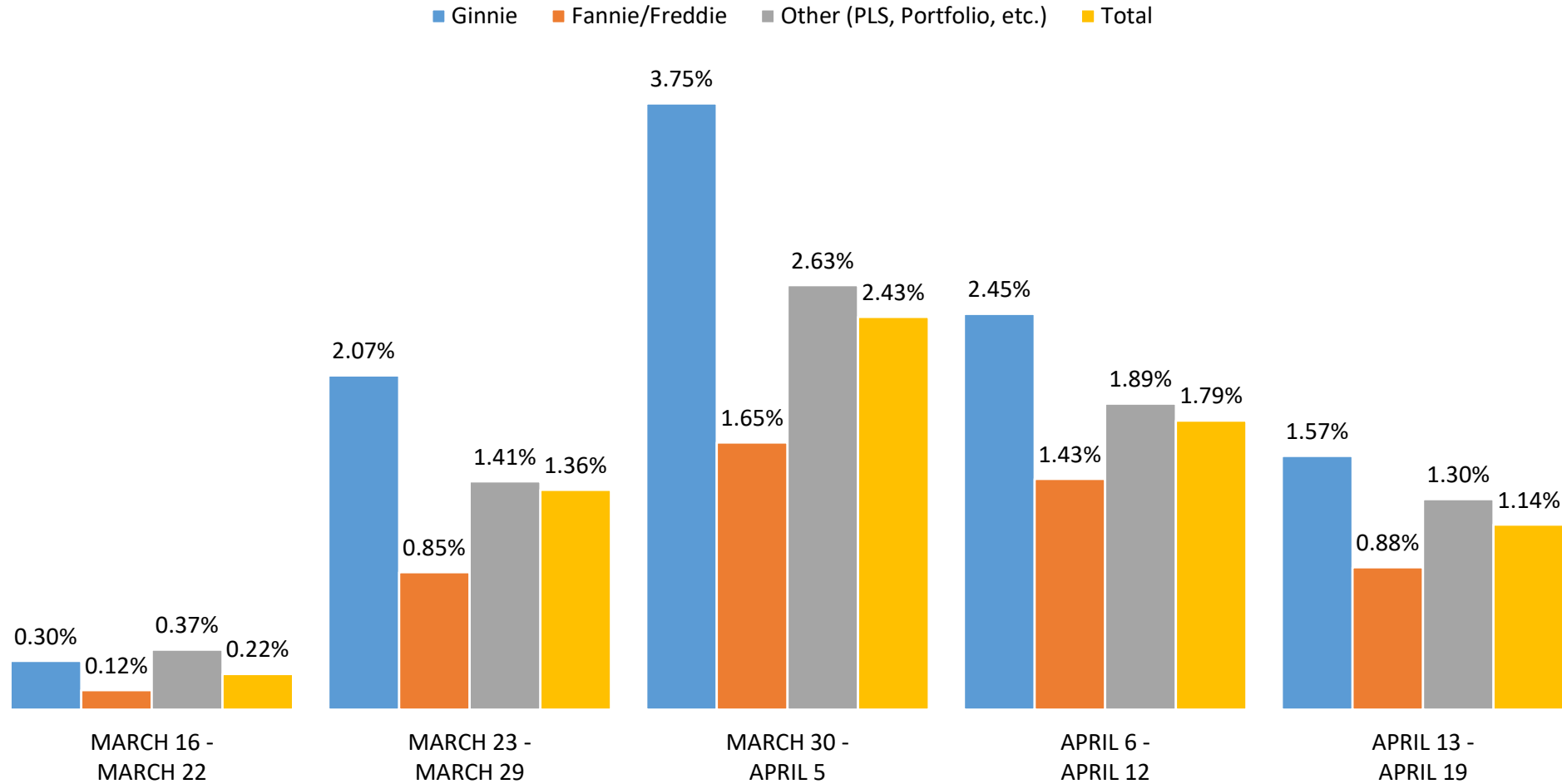


Source: MBA's Weekly Forbearance and Call Volume Survey, as of 4/19/20

Weekly Borrower Forbearance Requests as % of Servicing Volume (#)

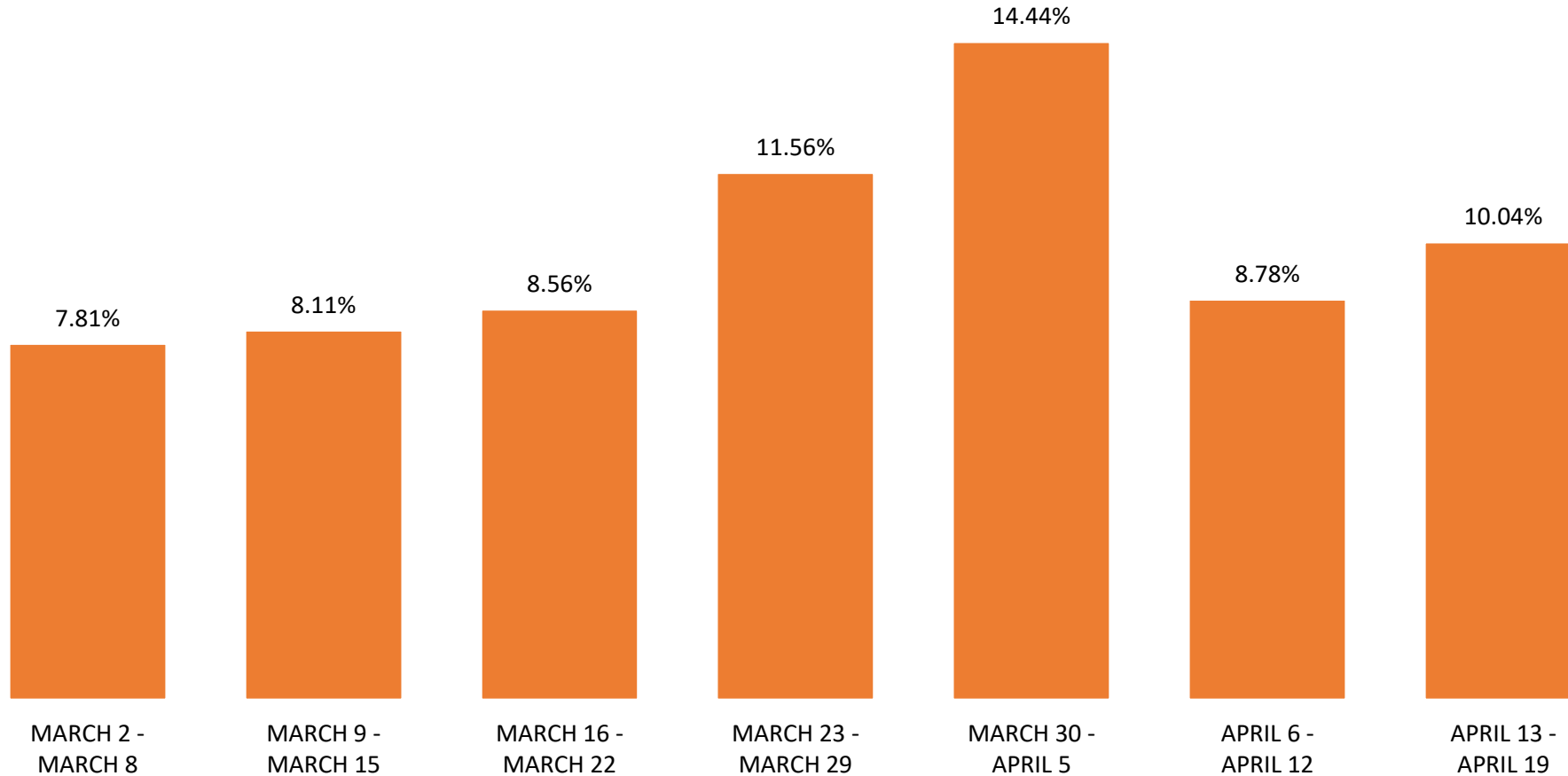


Weekly Borrower Forbearance Requests as % of Servicing Volume (#)

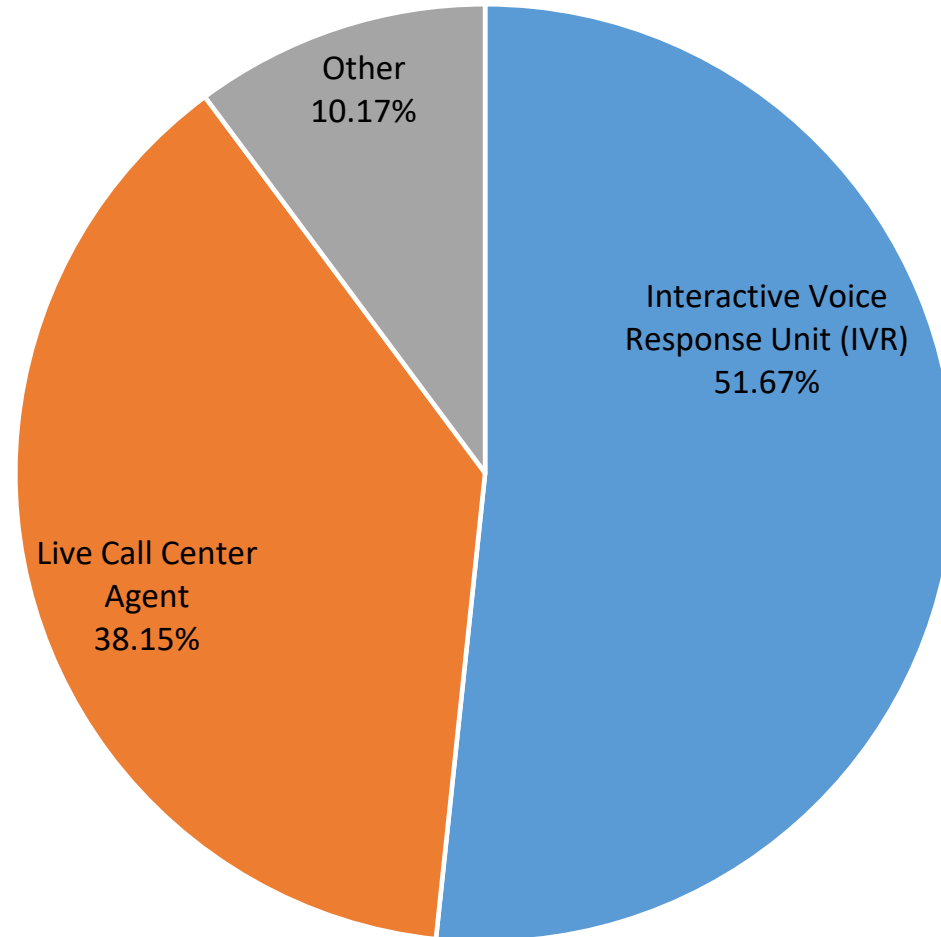


Call Volume

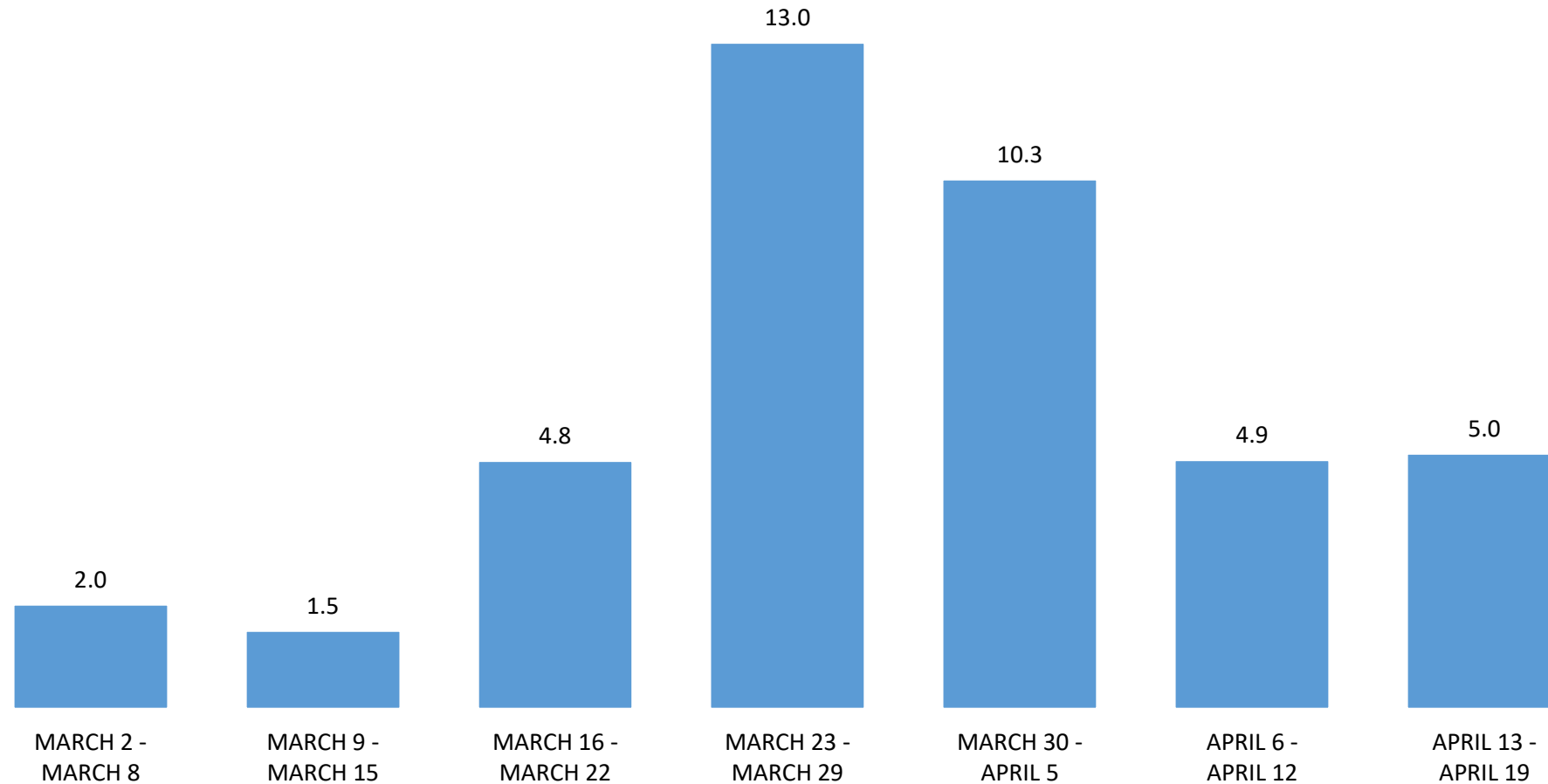
Weekly Call Center Inquiries as % of Servicing Portfolio Volume



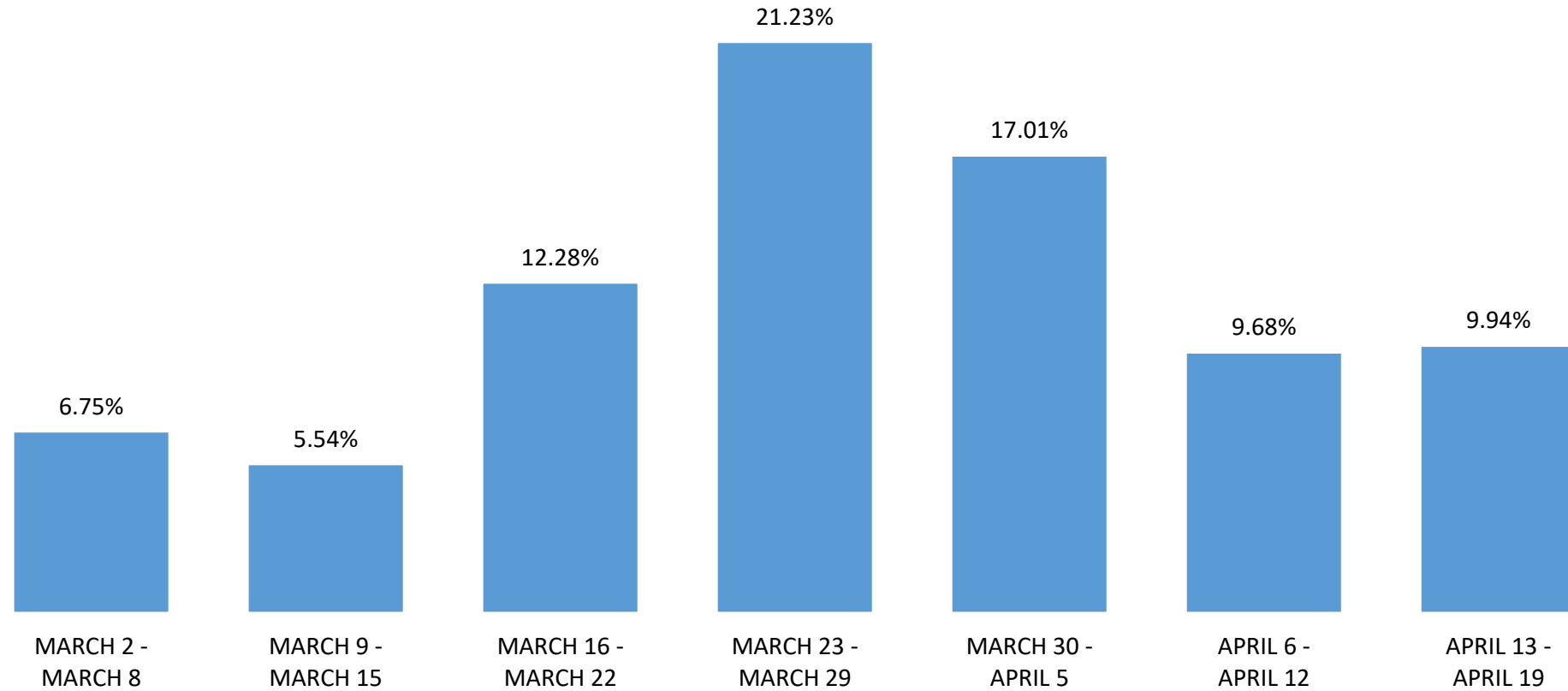
Call Center Inquiries by Handling through IVR vs. Live Call Center Agent April 13 – April 19



Call Center Average Speed to Answer in Minutes

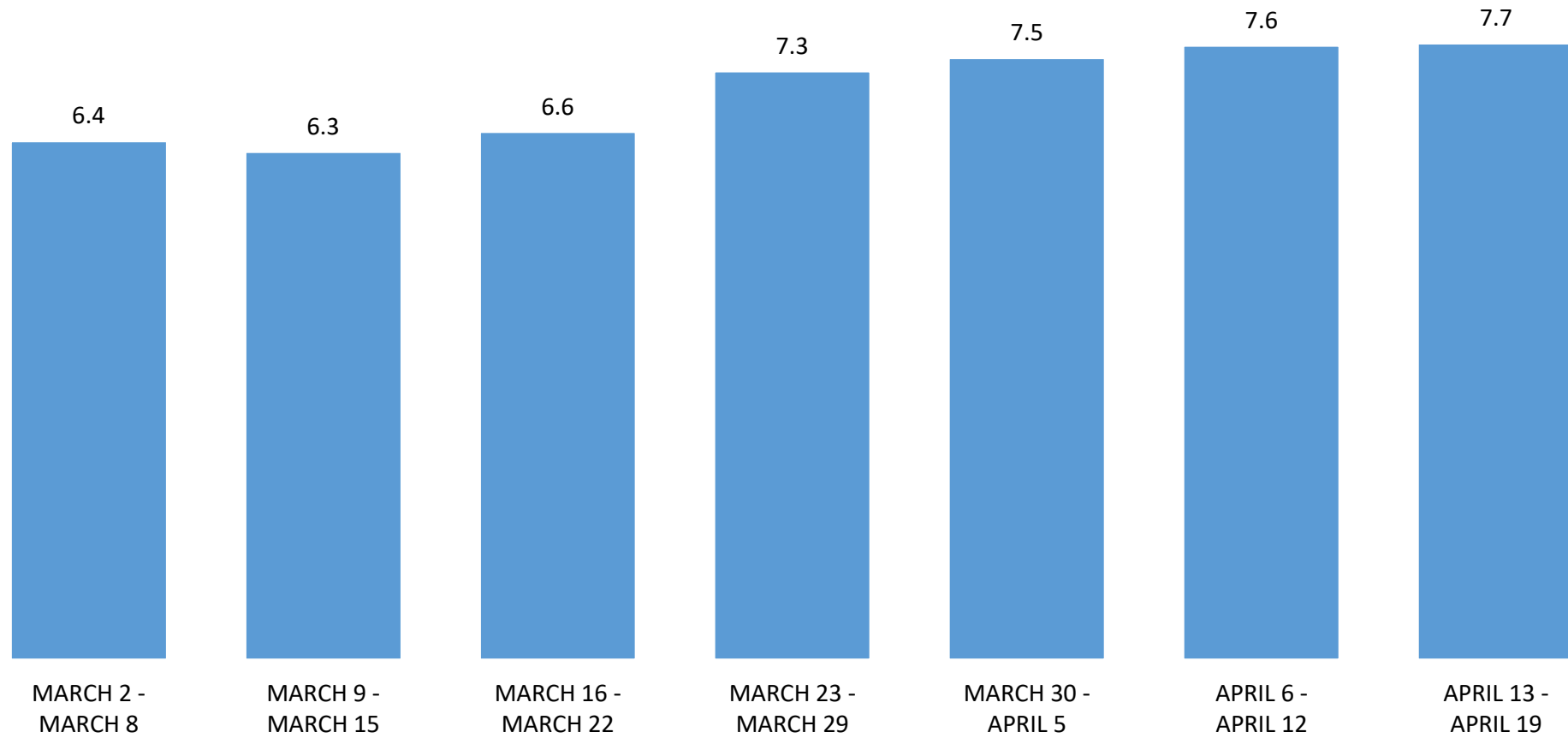


Call Center Abandonment Rates (%)



**Includes only those borrowers that passed through all IVR prompts and were waiting for a live call center representative*

Call Center Handle Times in Minutes



Contact Information and MBA Resources

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To Participate in the Forbearance and Call Volume Survey please contact:

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