

# McLagan U.S. Residential Mortgage Banking Compensation Survey

A competitive total rewards program that attracts top talent and incentivizes the results you want to see starts with a firm understanding of market benchmarks. Our Mortgage Banking Compensation Survey comes highly recommended through our long-standing partnership with the Mortgage Bankers Association (MBA).

Our survey collects data on an incumbent-level basis for professionals across major functions and roles within the mortgage banking industry.

## Our survey benchmarks key compensation elements for sales and support functions

### Survey elements include:

- Bonus % of Salary
- Compensation as Basis Points of Loan Volume
- Loan Production (#/\$)
- Base Salary
- Cash Bonus
- Commissions
- Long-term / Deferred Awards
- Overtime
- Total Cash
- Total Compensation

### Survey scoping factors include:

- Firm Headcount
- Geographic Region
- Production Volume
- Bank vs. Independent
- Servicing Portfolio

### We focus on key roles, including:

#### Executive Management and Production

##### Loan Origination

- Correspondent
- FHA / VA
- Private Mortgage Banking
- Retail
- Telemarketing / Consumer Direct
- Wholesale
- Sales Assistant

##### Operations

- Appraisal
- Loan Fulfillment: Processing, Underwriting, Closing
- Post Closing

##### Secondary / Capital Markets

- Asset Sales
- Portfolio Management
- Pricing
- Quantitative Analysis
- Loan Securitization
- Trading
- Warehouse Lending

#### Mortgage Banking Survey: Infrastructure

- Compliance / Quality Control
- Finance
- Human Resources
- Information Technology
- Internal Audit
- Legal
- Marketing and Communications
- Office Services
- Project Management
- Risk Management
- Vendor Management

#### Mortgage Loan Servicing Survey

- Executive Management
- Customer Service
- Escrow & Tax Services
- Investor Relations
- Operations
- Collections – All Stages
- Foreclosure
- Bankruptcy
- Real Estate Owned
- Portfolio Retention Sales
- Special Servicing

## Global benchmarking and advisory solutions customized to your business needs

**Advisory solutions:** Our consulting approach is customized by project and includes functional benchmarking, pay and performance analysis, incentive plan review and design, cost to market analysis, and custom market practice studies.

**Access to MBA HR Symposium:** McLagan presents key talent and rewards trends as part of the roundtable. This HR Symposium, hosted by the MBA, also serves as a forum to network with colleagues throughout the mortgage banking industry.

**Confidentiality:** Reports are presented in a way that ensures that data on individual companies cannot be identified. Reports are distributed only to participating organizations, each of which signs a reciprocal non-disclosure agreement with McLagan.

## We're here to empower results

Contact our team today to learn more about McLagan's survey products.

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For more information on McLagan, visit [mclagan.aon.com](http://mclagan.aon.com)



### 2021 key dates

#### January - March

Survey launch / matching calls

Data collection is distributed

#### April

Data collection due

#### May - July

Data cleaning / questions

#### August

Study results delivered

#### September

MBA HR Symposium

#### September - December

Review survey results

Select cut requests

Market Practice Studies

We partner with the leading firms across the mortgage banking industry

### 2020 Bank and Credit Union Participants

Ally Financial Inc.	First Financial Bancorp - OH	PNC Bank
Ameris Bank	First Home Bank	Popular Community Bank
Amplify Federal Credit Union	First National Bank of Omaha	Raymond, James & Associates
Apple Financial Holdings	First Republic Bank	Regions Financial Corporation
Arvest Bank	FirstBank Holding Company	Santander Bank, N.A.
Bank of America	Flagstar Bank	State Employees' Credit Union
Bank of the West	Hancock Whitney Bank	Sterling National Bank
BBVA Compass	HomeStreet Bank	Synovus Financial Corporation
BECU	HSBC	TD Securities
BMO Financial Group	Huntington Bancshares, Inc.	Texas Capital Bank
BOK Financial Corporation	Investors Bancorp, Inc.	TIAA Bank
CIT Group Inc.	Johnson Financial Group, Inc.	Truist
Citigroup	JP Morgan Chase	U.S. Bancorp
Citizens Financial Group	KeyCorp	UMB Financial Corporation
City National Bank	KeyPoint Credit Union	USAA
Comerica	Kinecta Federal Credit Union	UW Credit Union
Commerce Bank	M&T Bank Corporation	Valley National Bancorp
Eagle Bancorp Inc. - MD	MUFG Bank, Ltd.	Webster Bank
Elevations Credit Union	Navy Federal Credit Union	Wells Fargo Bank
Fifth Third Bank	New York Community Bank	Wintrust Financial Corporation
First Citizens Bank - NC	People's United Financial, Inc.	Zions Bancorporation

### 2020 Non-Bank Participants

AIG	Genworth Financial	PennyMac
Altisource	Guild Mortgage Company	Planet Financial Group
American Advisors Group	HarborOne Mortgage	Plaza Home Mortgage, Inc.
Bayview Asset Management	Home Point Financial	PrimeLending
Caliber Home Loans	HomeBridge	Pulte Homes, Inc.
Carrington Mortgage Holdings	JMAC Lending Inc.	Quicken Loans
Civic Financial Services	LoanDepot	Radian Guaranty Inc.
CMG Mortgage	MGIC	Redfin
Compass Mortgage Inc.	Movement Mortgage	Residential Mortgage Services, Inc.
Computershare	Mr. Cooper	Reverse Mortgage Solutions, Inc.
Envoy Mortgage	National Mortgage Insurance	Rushmore Loan Management
Fairway Mortgage	NewRez	Selene Finance
Fannie Mae	NLC Loans	Social Finance, Inc.
Finance of America	NVR Mortgage Inc.	Waterstone Mortgage Corp.
First Guaranty Mortgage Corporation	Ocwen Financial Corporation	Zillow
Freddie Mac	Open Mortgage	
Freedom Mortgage Corporation	Opendoor Labs Inc.	

# McLagan U.S. Residential Mortgage Banking Compensation Survey Participation Form

The firm designated below agrees to participate in and purchase the 2021 Residential Mortgage Banking Compensation Survey(s). All McLagan products are for internal use only and a signed mutual Services Agreement must be received prior to delivery of the results. All client data is treated as confidential and reported only in aggregate form.

## Participation Fees

Please check each of the product(s) that your firm will be participating in and subsequently purchasing for the survey program. Please check the appropriate product fee based on your firm's current MBA membership status. The 2020 edition of the survey is also available for purchase with a commitment to participate in and purchase the 2021 survey. If your firm would like to purchase the 2020 edition of the survey, McLagan will bill for the 2020 results in addition to half of the 2021 fees in advance toward 2021 survey fees as a non-refundable survey deposit.

## 2021 Registration

If your firm would like to sign up to participate in and subsequently purchase the mortgage banking surveys for the 2021 survey program, please complete the form below.

Product	2021 Participation	
	MBA Members*	Non-Members
<b>Mortgage Banking Survey</b>		
Executive Management & Production	<input type="checkbox"/> \$2,600	<input type="checkbox"/> \$3,650
Infrastructure (Corporate Admin)	<input type="checkbox"/> \$2,300	<input type="checkbox"/> \$3,400
<b>Mortgage Loan Servicing Survey</b>	<input type="checkbox"/> \$2,600	<input type="checkbox"/> \$3,650
Select Cut Reports (per select cut)	<input type="checkbox"/> \$1,200	<input type="checkbox"/> \$1,450
McLagan Mortgage Banking Market Practice Studies	Call for more information	
MBA Human Resources Symposium (For more info go to <a href="http://www.mba.org">www.mba.org</a> )	MBA Charge	

\*Please note that McLagan will confirm membership with the MBA.

## Primary Contact

The individual identified below will act as the primary data contact for completion of all survey, study or analysis information and has the authority to release all necessary data to McLagan. In addition, this individual will be responsible for returning a fully executed Non-Disclosure Agreement with McLagan prior to the release of any survey results.

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email: \_\_\_\_\_ Phone: \_\_\_\_\_

Please Sign: \_\_\_\_\_

Date: \_\_\_\_\_

Please email a PDF copy to [adrienne.sund@mclagan.com](mailto:adrienne.sund@mclagan.com).

