

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:

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

Survey scoping factors include:

- Firm Headcount
- Geographic Region
- Production Volume
- Revenue Size
- 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

Loan Servicing

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

Corporate Administration and Support

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

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.

Adrienne Sund

1.203.602.1225

adrienne.sund@mclagan.com

Chris Arthur

1.203.602.1290

chris.arthur@mclagan.com

For more information on McLagan, visit mclagan.aon.com



2019 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 11-12

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

2018 Bank Participants

| | | |
|----------------------------------|-------------------------------|-----------------------------------|
| Ally Financial Inc. | First Citizens Bank | PNC Bank |
| Amplify Credit Union | First Financial Bancorp | Popular Community Bank |
| Arvest | First Home Bank | Raymond, James & Associates |
| Bank of America | First Republic Bank | Regions Financial Corporation |
| Bank of Canton | FirstBank Holding Company | Ridgewood Savings Bank |
| Bank of New York Mellon | Flagstar Bank | Santander Bank, NA |
| Bank of the West | FNB Omaha | SchoolsFirst Federal Credit Union |
| Bankers Trust Company | Freedom Mortgage Corporation | Solarity Credit Union |
| BBVA Compass | Fulton Financial | Sterling National Bank |
| Bethpage FCU | Hancock Bank | SunTrust Banks |
| Blue Hills Bank | HSBC | Synovus |
| BMO Financial Group | Huntington Bancshares, Inc. | TD Securities |
| Boeing Employees Credit Union | IBERIABANK Corporation | The PrivateBank |
| BOK Financial Corporation | Investors Bancorp, Inc. | TIAA |
| Branch Banking and Trust Company | Johnson Financial Group | Towne Mortgage Company |
| Capital One | JP Morgan Chase | U.S. Bancorp |
| CIT Group | KeyCorp | UMB Financial Corporation |
| Citigroup | Kinecta Federal Credit Union | Umpqua Holding Corporation |
| Citizens Financial Group | M&T Bank Corporation | USAA |
| City National Bank | MB Financial Bank | Valley National Bank |
| Comerica | MidFirst Bank | Virginia Credit Union |
| Commerce Bank | Midland States Bank | Webster Bank |
| Desert Financial FCU | MUFG Bank, Ltd. | Wells Fargo Bank |
| Discover Financial | Mutual of Omaha | Zions Bancorporation |
| Eagle Home Mortgage | Navy Federal Credit Union | Wright Patt Credit Union |
| East West Bancorp | NBKC Bank | York Traditions Bank |
| Elevations Credit Union | PenFed | Zions Bancorporation |
| EverBank | People's United Bank, NA | |
| Fifth Third Bank | Pine River Capital Management | |

2018 Independent Mortgage Bank Participants

| | | |
|---------------------------------|---|-------------------------------------|
| Aegon | Genworth Financial | Pacific Union Financial, LLC |
| Altisource | Gershman Mortgage | PennyMac |
| American Advisors Group | Guild Mortgage Company | PHH Mortgage |
| Axia Home Loans | Home Point Financial | Planet Financial Group, LLC |
| Bayview Asset Management | HomeBridge Financial Services | Plaza Home Mortgage, Inc. |
| Black Knight Financial Services | Hunt Companies | Prime Lending |
| Caliber Home Loans | Impac Companies | Pulte Homes, Inc. |
| Carrington Mortgage | JMAC Lending Inc. | Quicken Loans |
| Cenlar | LendingHome | Radian Guaranty Inc. |
| CMG Mortgage, Inc. | LoanDepot | Redwood Trust Inc. |
| Computershare | MGIC | Residential Mortgage Services |
| D.R. Horton | Movement Mortgage | Rushmore Loan Management |
| Ditech Financial, LLC | Mr. Cooper | SecurityNational Mortgage |
| Fahe | National Mortgage Insurance Corporation | Social Finance, Inc. |
| Fairway Mortgage | New Penn Financial | State Farm Mutual Insurance Company |
| Fannie Mae | NFM Lending | Stearns Lending |
| Franklin American Mortgage | NLC Loans | Ten-X, LLC |
| Freddie Mac | NVR Mortgage Inc. | Toll Brothers, Inc. |
| Gateway Mortgage Group | Ocwen Financial | VA Housing Development Authority |

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

The firm designated below agrees to participate in and purchase the 2019 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 2018 edition of the survey is also available for purchase with a commitment to participate in and purchase the 2019 survey. If your firm would like to purchase the 2018 edition of the survey, McLagan will bill for the 2018 results in addition to half of the 2019 fees in advance toward 2019 survey fees as a non-refundable survey deposit.

2019 Registration

If your firm would like to sign up to participate in and subsequently purchase the mortgage banking surveys for the 2019 survey program, please complete the form below.

| Product | 2019 Participation | |
|---|----------------------------------|----------------------------------|
| | MBA Members* | Non-Members |
| Mortgage Banking Executive Management & Production Survey | <input type="checkbox"/> \$2,400 | <input type="checkbox"/> \$3,450 |
| Mortgage Loan Servicing / Loan Administration Survey | <input type="checkbox"/> \$2,400 | <input type="checkbox"/> \$3,450 |
| Mortgage Banking Corporate Administration & Support Survey | <input type="checkbox"/> \$2,100 | <input type="checkbox"/> \$3,200 |
| Select Cut Reports (per select cut) | <input type="checkbox"/> \$1,000 | <input type="checkbox"/> \$1,250 |
| 2019 McLagan Mortgage Banking Market Practice Studies (Call for more information) | TBD | |
| MBA Human Resources Symposium (For more info go to www.mba.org) | 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.