

# LOAN OFFICERS

## Perspectives on the Mortgage Industry



Our LO 360° Study, "The State of the Real Estate/Mortgage Industry," reveals that Loan Officers hold favorable views of the mortgage industry, and many are considering the options and potential benefits of a Mortgage Broker career.

## 1 LOAN OFFICER JOB SATISFACTION

Loan Officers are happy with their current jobs but are looking for room to grow, and some are beginning to express a desire to make changes.

Overall, Loan Officers are satisfied with their jobs...

...but concerned about the future **91%**

Top Producers are...

...extremely satisfied with their jobs **71%**

Typical Loan Officers are...

...less satisfied **51%**



Work/Life Balance

Ease of Doing Business

Compensation



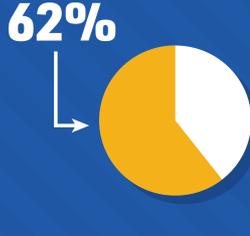
LESS SATISFIED

MORE SATISFIED



## 2 PERSPECTIVES ON MORTGAGE BROKERS

Loan Officers largely hold the opinion that becoming a Mortgage Broker will create flexibility and improve their compensation in ways that can't be achieved as a traditional Loan Officer.



**62%** of Loan Officers have considered becoming Mortgage Brokers



**1/3** of Loan Officers are currently considering becoming Mortgage Brokers

### Top Producers



**MORE** Top Producing Loan Officers (36%) are considering becoming Mortgage Brokers

### Typical LOs



While **FEWER** Typical Loan Officers (29%) are currently considering the same career change

82% of millennial Top Producers believe that...

...Mortgage Brokers will continue to gain market share **82%**

82% of millennial Top Producers agree that...

...mortgage competitors will continue to grow **82%**

71% of Loan Officers agree that...

...mortgage competitors will continue to grow **71%**

62% of Loan Officers believe that...

...Mortgage Brokers will continue to gain market share **62%**



## 3 FUTURE OF THE INDUSTRY

The digital age presents opportunities for doing business differently, while also creating new challenges for those in the industry.



86% of Loan Officers agree that...

...technological advancements are positive for the industry and are excited for these changes **86%**

78% of Loan Officers agree that...

... mortgage paperwork will be 100% digital in the coming years **78%**

68% of Loan Officers agree...

... margin compression is a serious issue in the industry **68%**

67% of Loan Officers agree that...

... online mortgage companies and joint ventures will grow over the next five years **67%**

64% of Loan Officers agree...

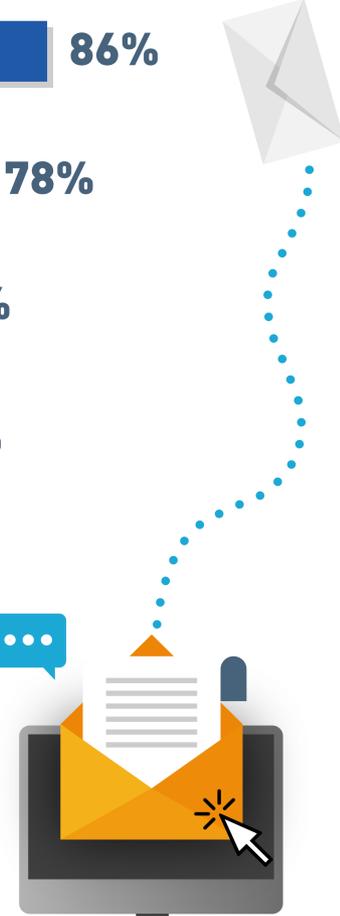
... online mortgage companies present a significant threat to them **64%**

54% of Loan Officers agree that...

... joint ventures between realty and mortgage companies will reduce their income **54%**

47% of Loan Officers believe it is becoming...

... more difficult for them to be successful in the mortgage industry **47%**



Loan Officers see the mortgage industry's changing landscape as a sign that it's time to adapt in order to remain competitive – building their digital relationships and considering developing new partnerships.

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