



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT | 2019 DATA

**REVENUE, COST AND  
VOLUME STATISTICS FOR  
NON-DEPOSITORY INSTITUTIONS**

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REVENUE, COST AND VOLUME STATISTICS FOR NON-DEPOSITORY INSTITUTIONS

# ANNUAL **MORTGAGE** **PERFORMANCE REPORT** 2019 DATA

**MBA<sup>®</sup>**

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MORTGAGE BANKERS ASSOCIATION

# Annual Mortgage Bankers Performance Report

The Mortgage Bankers Association (MBA) is pleased to present the tenth edition of the *Annual Mortgage Bankers Performance Report*, which replaced the former MBA Cost Study series. This report offers a variety of performance metrics on the mortgage banking industry and is intended as a financial and operational benchmark for independent mortgage companies and subsidiaries of banks, thrifts and non-depository institutions. Of the 271 firms that reported production, 80 percent were independent mortgage companies and the remaining 20 percent were subsidiaries and other non-depository institutions. Overall, the firms in this report originated \$742 billion in 2019, representing approximately 34 percent of total industry originations.


This report provides annualized data on the revenues and expenses associated with the origination and servicing of one-to-four-unit residential mortgage loans. Detailed information on production and servicing volume mixes by product type is included, as well as employee productivity. An overall net income summary and balance sheet profile are also part of the report. Some notes to keep in mind:

- The underlying company data are derived from the quarterly Mortgage Bankers Financial Reporting Web Form (MBFRF), through a joint agreement with MBA, Fannie Mae, Freddie Mac and Ginnie Mae. Independent mortgage companies are required to submit quarterly MBFRF data to the agencies and have the option of releasing their data to MBA for use in aggregate industry statistics.
- MBA produces five MBFRF publications per year: four quarterly reports and one annual summary report. You may purchase a one-year subscription of all four quarterly publications (*the Quarterly Mortgage Bankers Performance Reports*), which includes the *Annual Mortgage Bankers Performance Report* free of additional charge. Alternatively, you may purchase the Annual Report as a stand-alone product.
- MBA member companies who release quarterly MBFRF data to MBA on a quarterly basis are also eligible to receive their individual company benchmarks in the same format as the quarterly performance reports at no additional charge. This product, called the “Your Firm Analysis” report, is available exclusively to MBA members. **MBA members may also receive certain historical data of key metrics free of additional charge. Go to [www.mba.org/performance](http://www.mba.org/performance)**
- The reports incorporate both production-only and servicing-only companies, as well as companies in both production and servicing.
- The results (such as cost per loan, servicing revenues in basis points, etc.) are based on simple averages. In other words, companies with more originations or servicing volume do not “weight” the results as significantly because they are counted the same as companies with fewer originations or smaller servicing portfolios.
- The production results are broken out into peer groups based on originations levels, company type and production channel (retail originations only versus wholesale). This way, retail channel-only companies are able to compare themselves to other retail channel-only companies of similar volume.

MBA follows the below general timeline for the *Quarterly Mortgage Bankers Performance Report*, and *Annual Mortgage Bankers Summary Performance Report*. **The completion of each report corresponds with a press release:**

**1st Quarter:** June | **2nd Quarter:** September  
**3rd Quarter:** December | **4th Quarter:** March | **Annual:** April

On behalf of MBA, we wish to thank those mortgage banking companies that released their data to us. Please do not hesitate to order a subscription or an annual report by contacting us at [mbaresearch@mba.org](mailto:mbaresearch@mba.org) or visiting [www.mba.org/performance](http://www.mba.org/performance).



**Michael Fratantoni, Ph.D.**  
 Senior Vice President and Chief Economist  
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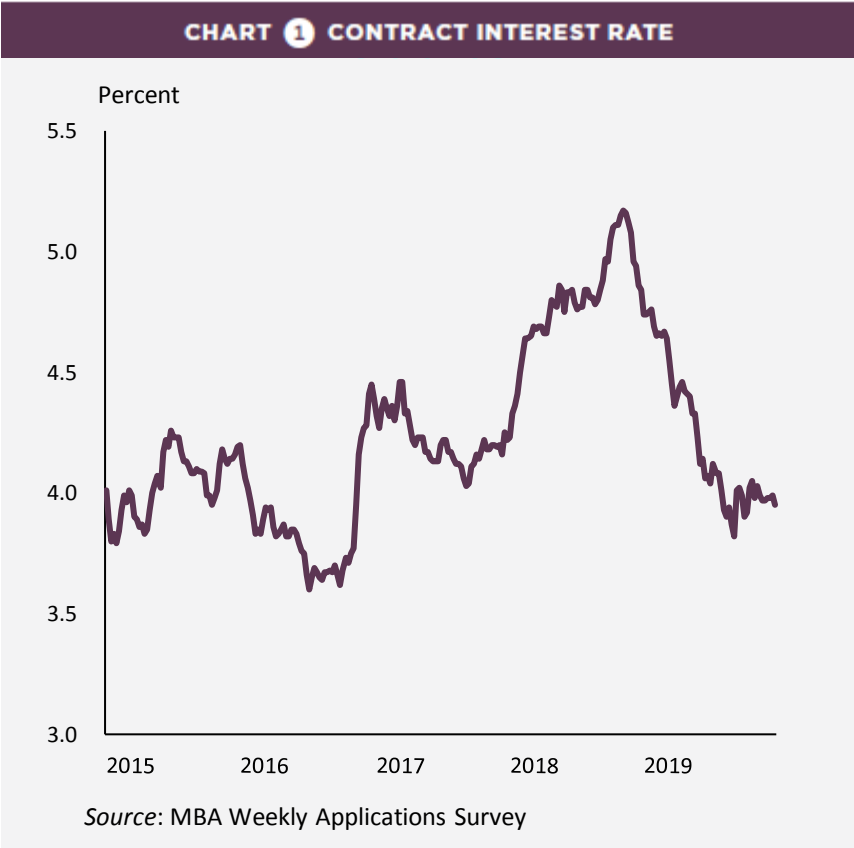


**Marina Walsh**  
 Vice President, Industry Analysis | Research and Economics  
 Mortgage Bankers Association

# Operating Environment

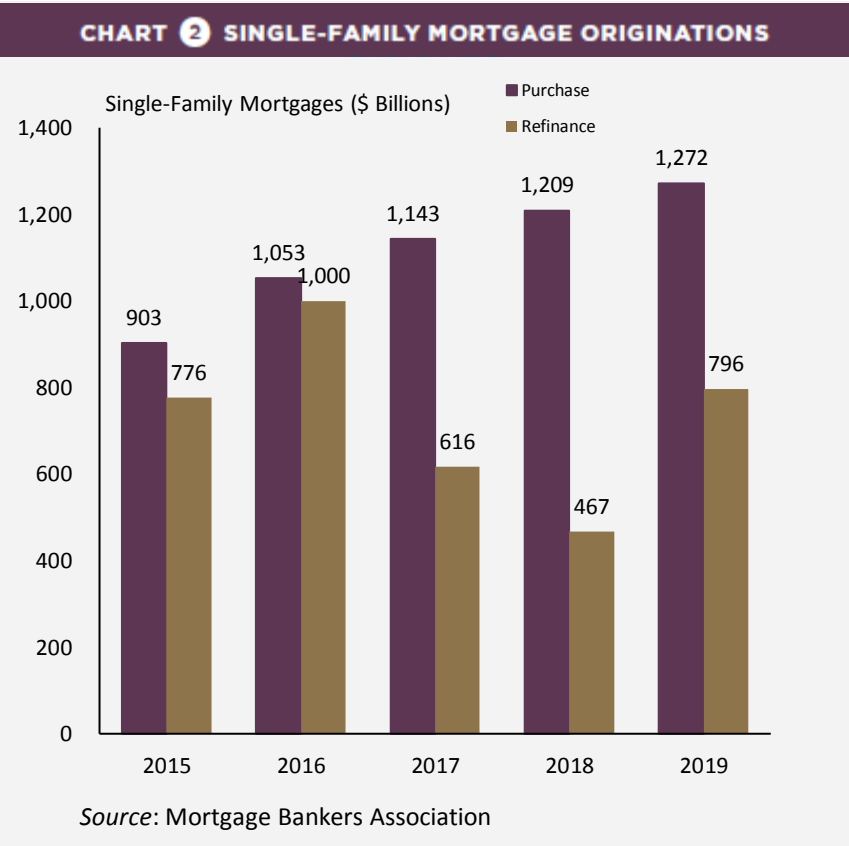
## INTEREST RATES

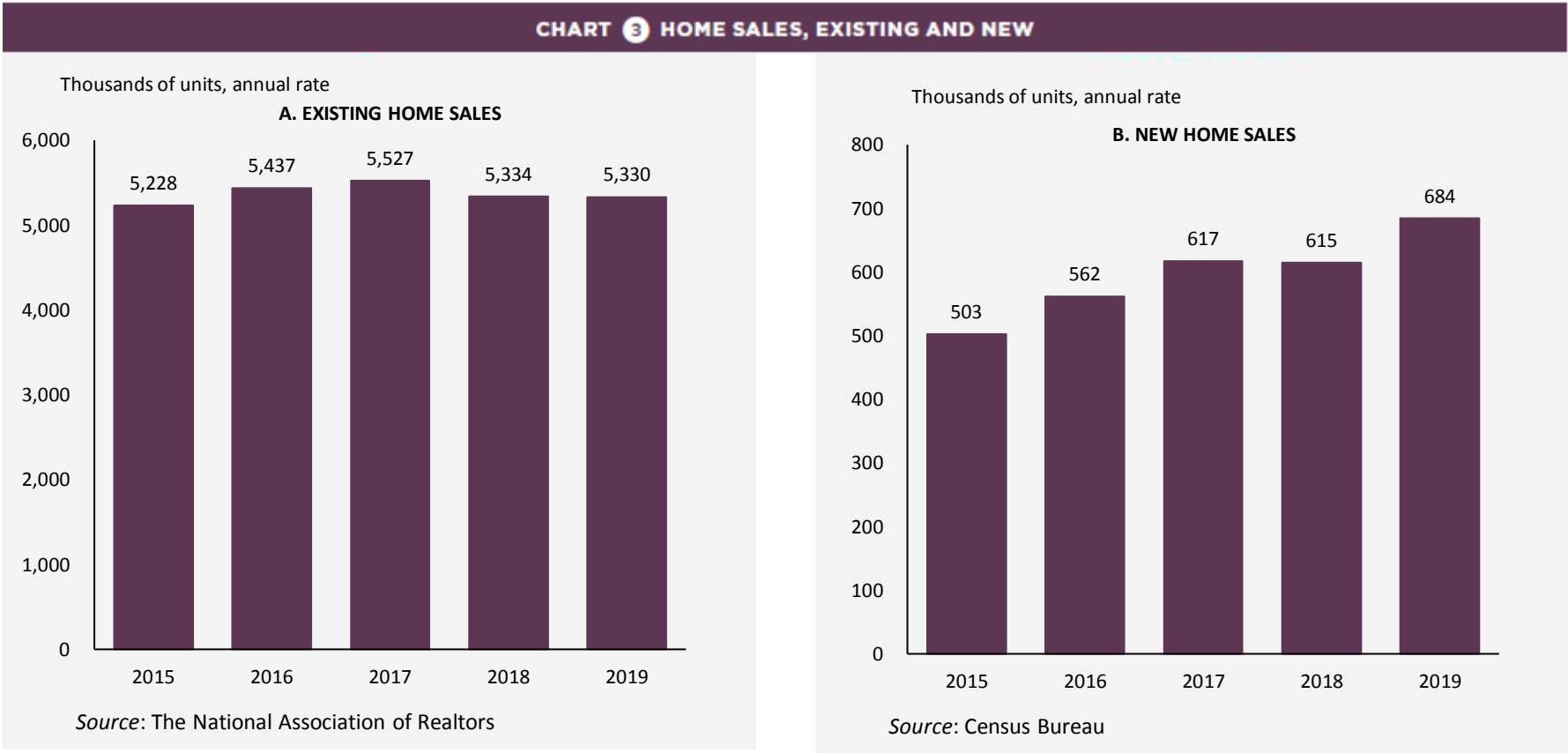
Contract interest rates on 30-year fixed-rate conventional conforming mortgages (FRMs) decreased in 2019. Rates averaged 4.22 percent in 2019, a decrease from 4.80 percent in 2018 and equal to the 4.22 percent average in 2017.



## ORIGINATIONS

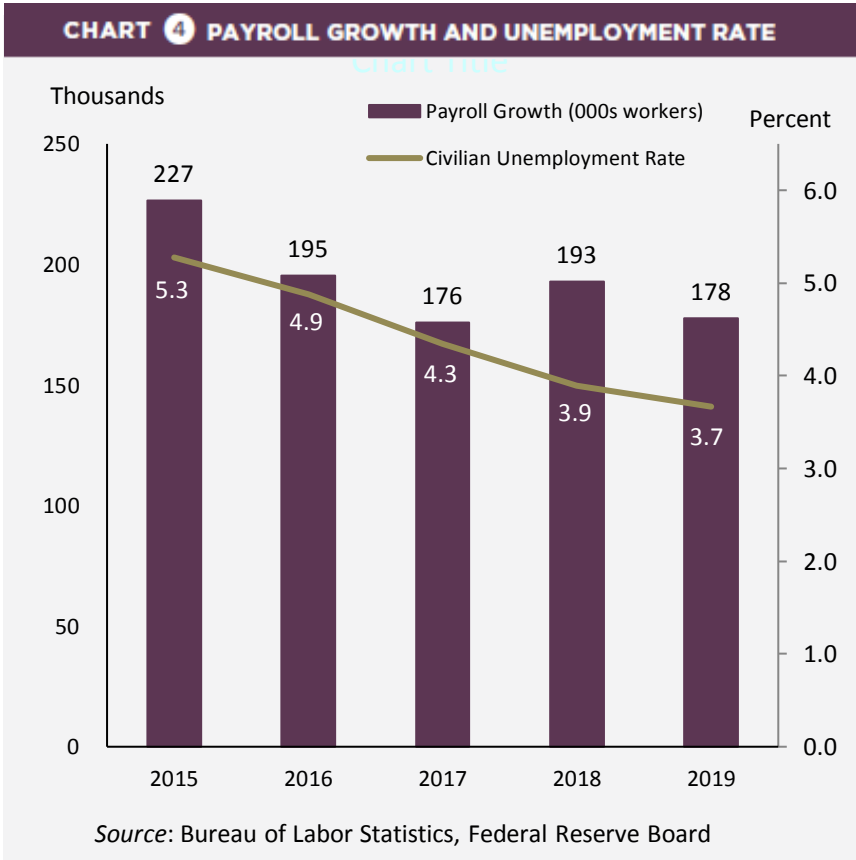
Total residential mortgage industry origination volume increased 23 percent in 2019, driven by a 70% increase in refinance volume. Annual refinance volume accounted for 38 percent of total originations, up from 28 percent of total originations in 2018 and increased to \$800 billion from \$470 billion in 2018. Purchase volume accounted for 62 percent of total originations and increased to \$1.272 trillion in 2019 from \$1.209 trillion in 2018.





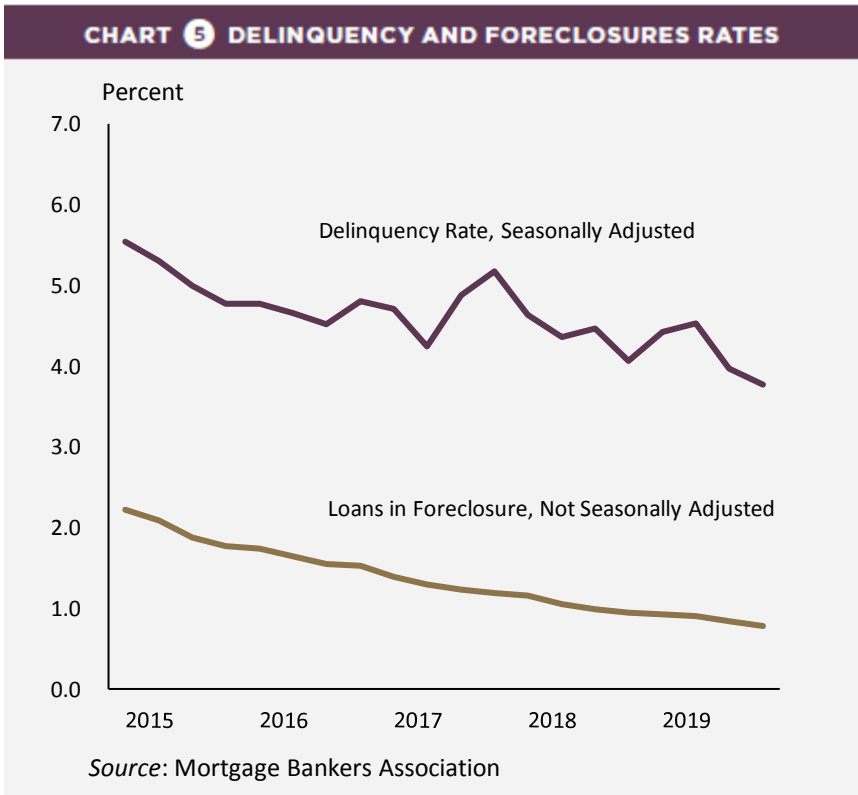
HOUSING MEASURES

Housing activity increased slightly in 2019. Existing home sales were flat in 2019 and new home sales increased by 11 percent.



U.S. EMPLOYMENT

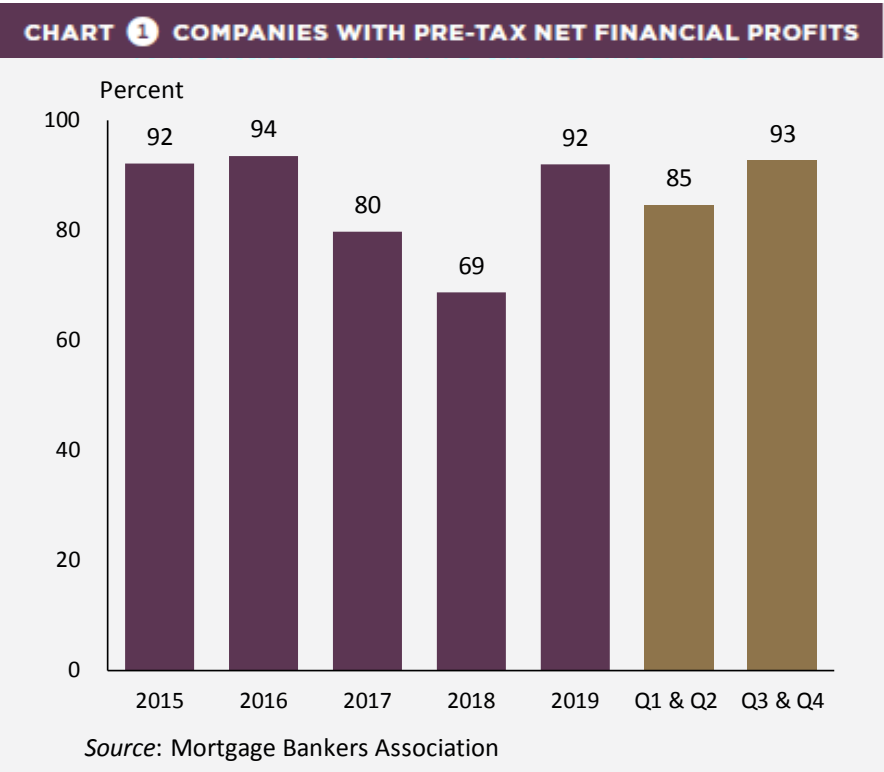
U.S. payroll growth averaged 178,000 workers in 2019, down from 193,000 workers in 2018. The civilian unemployment rate continued to drop, and averaged 3.7% in 2019, down from 3.9% in 2018.



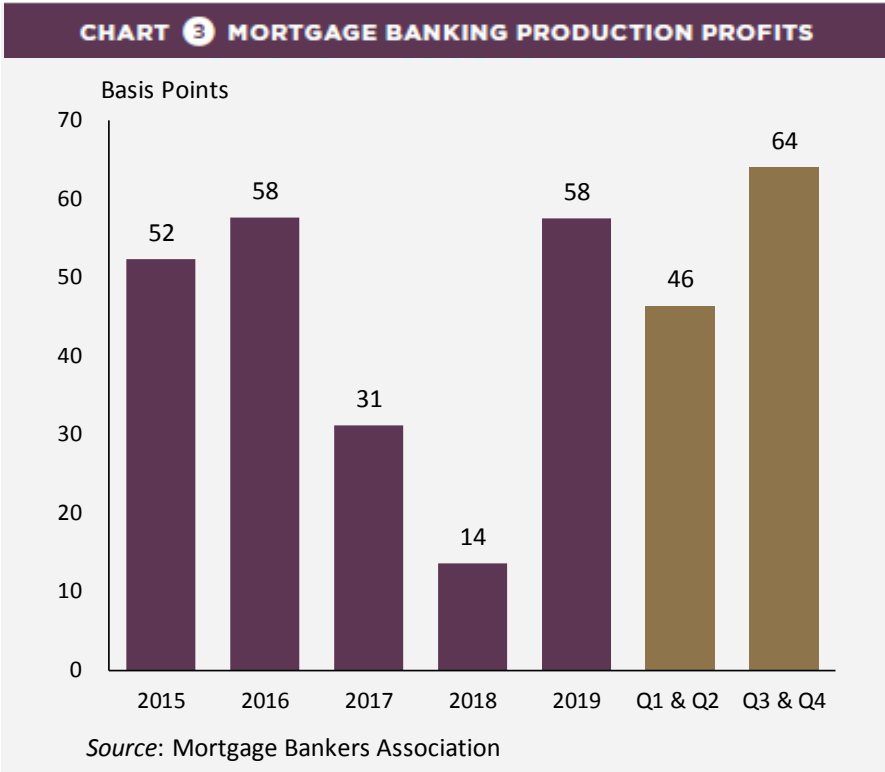
NATIONAL DELINQUENCIES

Delinquency rates decreased in the third and fourth quarters of 2019. 3.77 percent of residential mortgage loans were delinquent at the end of 2019, compared to 4.06 percent at year end 2018. The delinquency rate includes loans that are 30-, 60-, or 90-day past due and excludes loans in the foreclosure process. The percentage of loans in the foreclosure process at the end of 2019 decreased to 0.78 percent from 0.95 percent at year end 2018, and was at its lowest level since 1985.

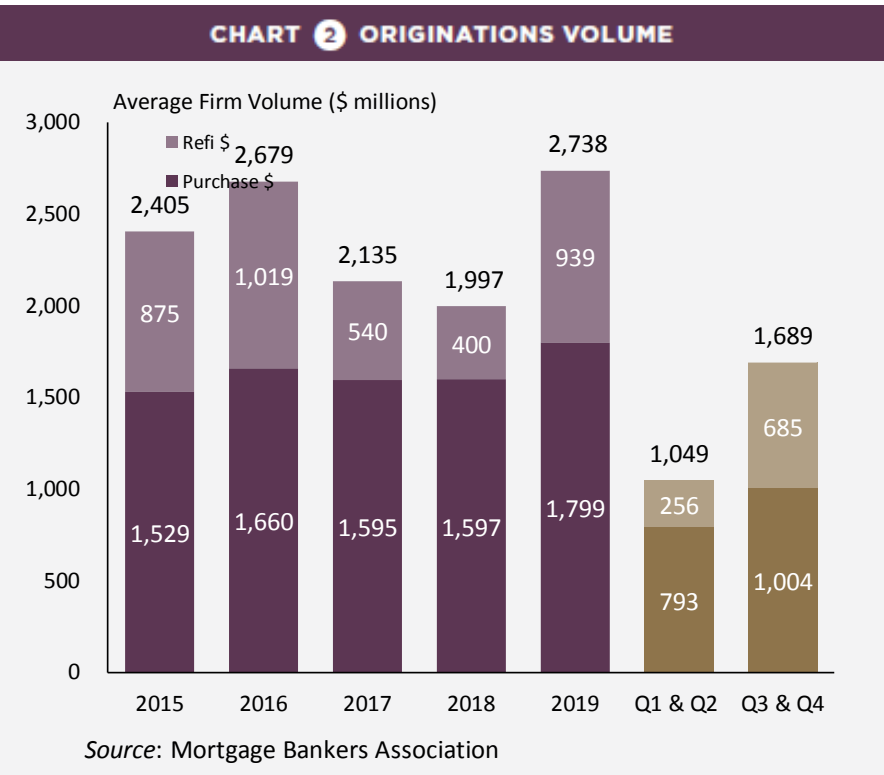
# Study Highlights



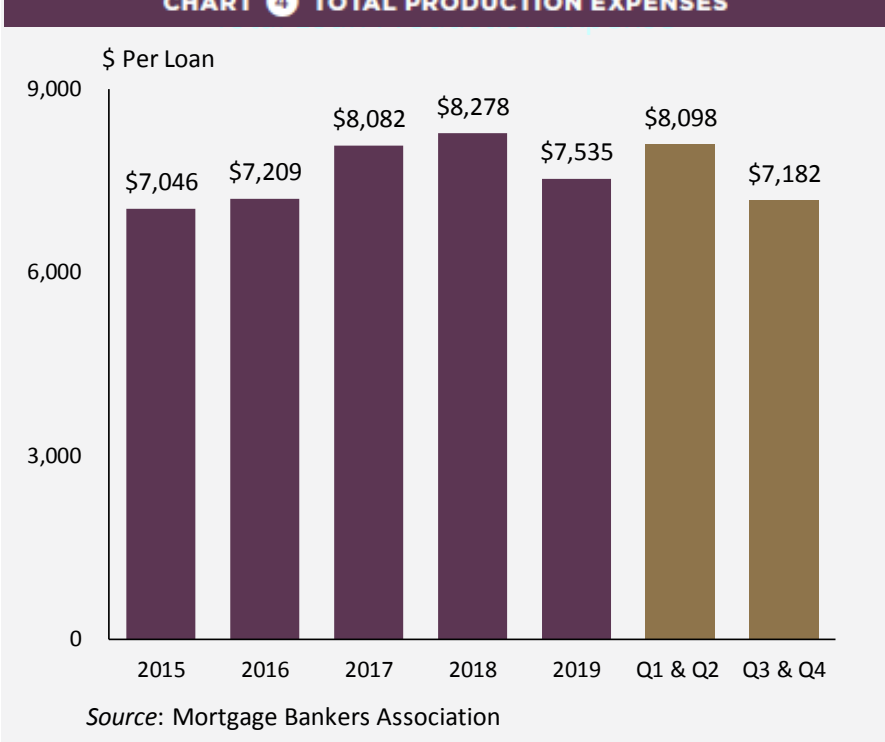
In 2019, 92% of firms posted positive net financial income, up from 69% in 2018. Pre-tax net financial income per firm was \$8.9 million in 2019, up from 3.6 million in 2018. On a repeater company basis, pre-tax net financial income averaged \$9.8 million in 2019, up from \$3.2 million in 2018.



Mortgage banking production profits increased to 58 basis points (\$1470 per loan) in 2019 from 14 bps (\$367 per loan) in 2018. Net production profits in the second half of 2019 were higher than the first half of 2019.

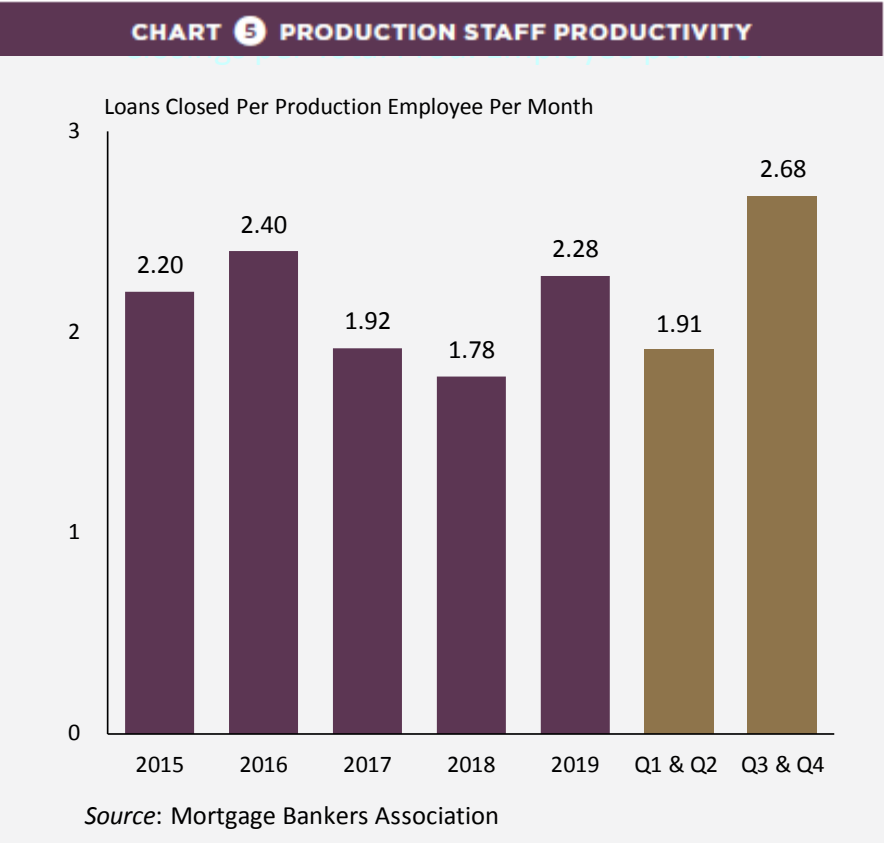


The average firm's production volume was \$2.74 billion in 2019, up from \$2.00 billion in 2018. This sample of independents and subsidiaries boasted a purchase share of 66 percent in 2019; MBA estimates the purchase share of originations for the entire industry at 59 percent in 2019.

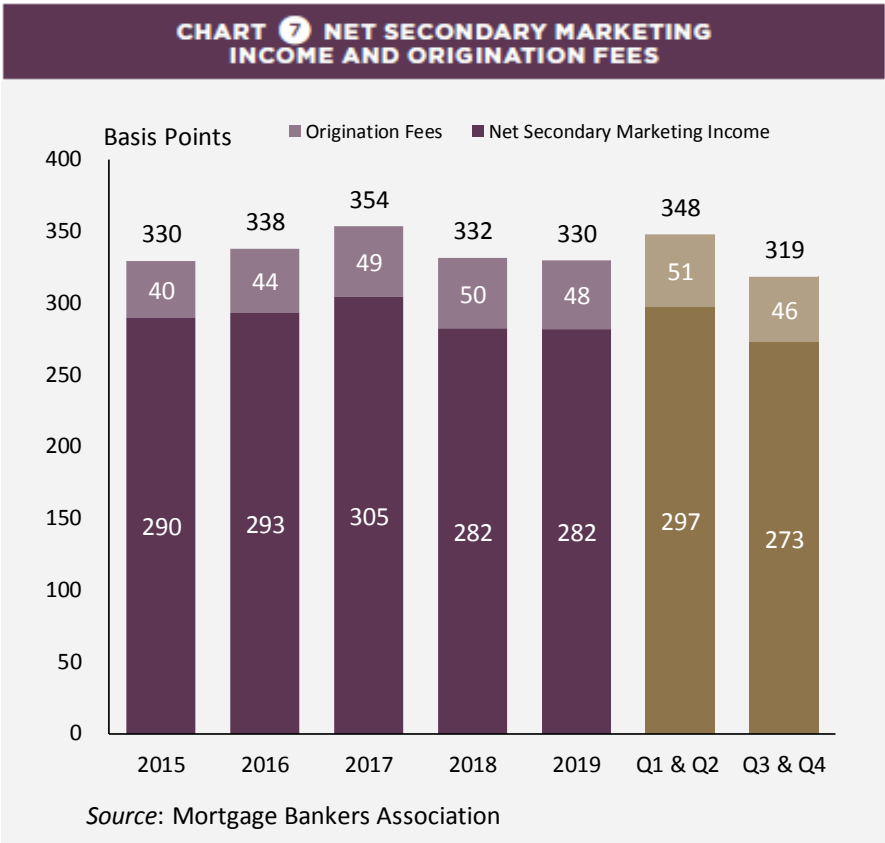


With more production volume, cost pressures lessened for many mortgage lenders. Average per-loan total production expenses - commissions, compensation, occupancy and equipment, and other production expenses and corporate allocations - fell to \$7,535 per loan in 2019 from, \$8,278 per loan in 2018. Production expenses decreased to \$7,182 per loan in the second half of 2019 from \$8,098 per loan in the first half.

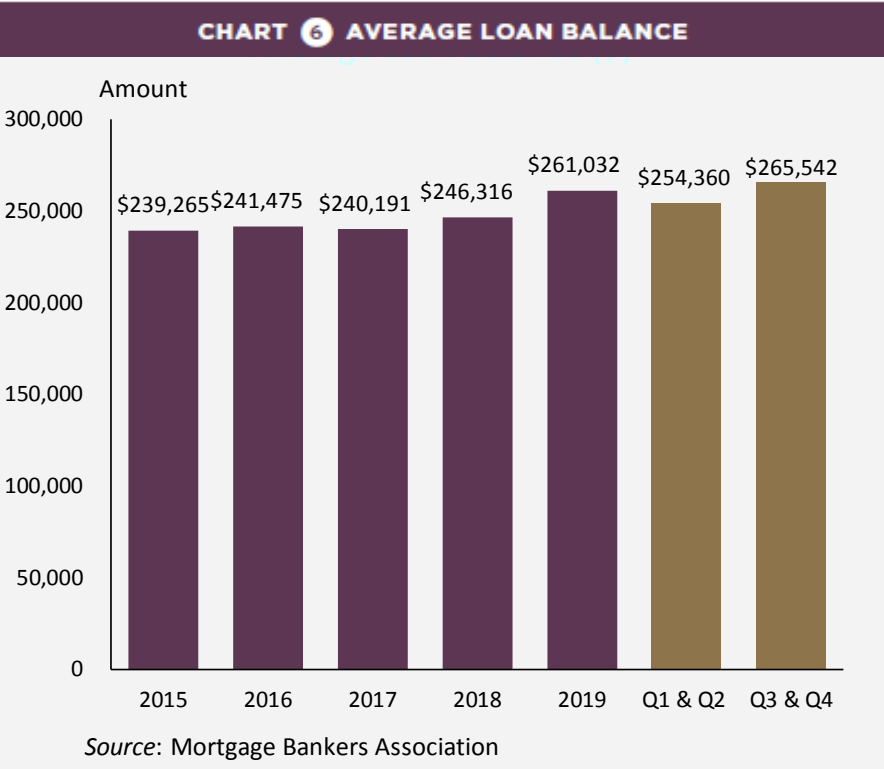
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Average loan origination count per firm increased to 10,411 loans in 2019, from 8,171 loans in 2018. The number of loans closed per production employee per month increased to 2.28 loans in 2019 from 1.78 loans in 2018.



The combination of net marketing income (which includes the gain or loss on the sale of loans in the secondary market, pricing subsidies, and overages, as well as capitalized servicing and servicing released premiums) and origination fees averaged 330 basis points in 2019, down from 332 basis points in 2018.



Average loan balances in 2019 increased to \$261,032 from \$246,316 in 2018.



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# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### A - Highlights

	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
<b>Company Analysis (All Business Channels)</b>							
Number of Companies Reporting	251	275	266	266	266	219	219
Pre-Tax Net Income/Equity (%)	15.98	7.58	34.48	25.07	42.37	8.79	33.46
% Institutions with Pre-tax Net Income>0	79.68	68.73	91.92	84.65	92.75	71.23	92.52
% Institutions with Pre-tax Net Income>0 w/o Servicing	62.55	46.55	85.34	75.56	87.97	47.49	86.30
<b>Residential Production Business</b>							
Number of Companies Reporting	253	280	271	271	271	234	234
Originations Volume:							
Avg. Total Loans Originated (\$000s)	2,134,908	1,996,672	2,737,971	1,048,578	1,689,394	2,139,577	2,942,125
Avg. Total Loans Originated (#)	8,822	8,171	10,411	4,149	6,261	8,805	11,227
Average Loan Balance (\$)	240,191	246,316	261,032	254,360	265,542	241,864	256,384
Net Financial Income (in Basis Points):							
Origination-Related Income	72.09	77.55	72.76	77.57	70.02	74.66	71.06
Net Interest Income	2.44	2.01	1.06	1.69	0.68	2.45	0.97
Net Secondary Marketing Income	304.57	282.26	282.21	297.29	272.69	284.11	285.17
Loan Production Expense	347.89	348.22	298.48	330.18	279.34	346.31	300.89
Total Net Production Income	31.21	13.60	57.54	46.37	64.04	14.91	56.31
Closings per Total Prod. Employee per Mo.	1.92	1.78	2.28	1.91	2.68	1.78	2.27
<b>Residential Loan Servicing</b>							
Number of Companies	126	134	111	111	111	80	80
Average Servicing Volume:							
Average Servicing Portfolio (\$000)	15,074,128	9,553,656	13,939,545	13,963,052	13,916,038	8,864,346	9,692,435
Average Servicing Portfolio (#)	91,569	53,636	75,010	75,810	74,209	51,183	54,794
Average Loan Balance (\$)	185,618	188,974	185,323	183,767	186,457	181,492	182,897
Net Servicing Income (\$ per loan):*							
Net Servicing Operating Income*	262	264	255	261	246	291	277
Total Net Servicing Financial Income*	64	203	(116)	(190)	(46)	218	(98)
Average Loans Serviced per FTE (Simple)	1,040	1,105	1,060	1,056	1,118	1,171	1,058

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Historical

B1 - Net Loan Production Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
<b>ORIGINATION-RELATED INCOME</b>							
Loan Origination Fees	1,063	1,149	1,190	1,238	1,168	1,124	1,139
Correspondent and Broker Fee Income (1)	103	96	97	95	98	89	91
Other Origination-Related Income (2)	425	547	488	513	471	485	482
<b>Total Origination-Related Income</b>	<b>1,591</b>	<b>1,792</b>	<b>1,775</b>	<b>1,845</b>	<b>1,737</b>	<b>1,698</b>	<b>1,711</b>
<b>NET INTEREST INCOME</b>							
Warehousing Income	469	556	564	565	565	550	559
Warehousing Expense	408	498	535	521	545	487	530
<b>Net Interest Income</b>	<b>61</b>	<b>58</b>	<b>29</b>	<b>44</b>	<b>19</b>	<b>63</b>	<b>29</b>
<b>SECONDARY MARKETING INCOME</b>							
Secondary Mktg Gains (Losses)	4,812	4,211	4,644	4,843	4,514	4,265	4,573
Capitalized Servicing/Svg Released Premiums	2,373	2,629	2,621	2,622	2,622	2,528	2,658
Repurchase Reserve Provision	(44)	(45)	(66)	(57)	(73)	(48)	(68)
<b>Net Secondary Marketing Income</b>	<b>7,141</b>	<b>6,795</b>	<b>7,200</b>	<b>7,408</b>	<b>7,063</b>	<b>6,745</b>	<b>7,163</b>
<b>Total Loan Production Revenue</b>	<b>8,793</b>	<b>8,645</b>	<b>9,004</b>	<b>9,297</b>	<b>8,820</b>	<b>8,507</b>	<b>8,904</b>
<b>EXPENSES</b>							
Personnel	5,346	5,524	5,094	5,361	4,925	5,444	5,101
Sales Personnel	2,429	2,507	2,460	2,448	2,476	2,453	2,467
Fulfillment Personnel	1,287	1,294	1,080	1,201	1,000	1,272	1,091
Production Support Employees	547	592	519	585	475	603	524
Management and Directors	432	427	423	411	431	416	411
Benefits	652	705	612	717	543	700	609
Occupancy and Equipment	435	491	416	506	357	487	415
Technology-Related Expenses	172	199	177	202	162	192	174
Other Direct Expenses	1,567	1,565	1,420	1,554	1,337	1,544	1,362
Outsourcing and Professional fees	264	272	253	278	237	275	246
Other Operating Expenses	1,303	1,293	1,167	1,275	1,100	1,268	1,116
<b>Direct Loan Production Expenses</b>	<b>7,520</b>	<b>7,780</b>	<b>7,107</b>	<b>7,622</b>	<b>6,781</b>	<b>7,667</b>	<b>7,052</b>
<b>Corporate Allocation</b>	<b>562</b>	<b>498</b>	<b>428</b>	<b>476</b>	<b>401</b>	<b>479</b>	<b>435</b>
<b>Total Loan Production Expense</b>	<b>8,082</b>	<b>8,278</b>	<b>7,535</b>	<b>8,098</b>	<b>7,182</b>	<b>8,146</b>	<b>7,487</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>711</b>	<b>367</b>	<b>1,470</b>	<b>1,199</b>	<b>1,638</b>	<b>361</b>	<b>1,416</b>
<b>MEMO ITEMS</b>							
<b>Originations Volume:</b>							
Avg. Total Loans Originated (\$000s)	2,134,908	1,996,672	2,737,971	1,048,578	1,689,394	2,139,577	2,942,125
Avg. Total Loans Originated (#)	8,822	8,171	10,411	4,149	6,261	8,805	11,227
Average Loan Balance (\$)	240,191	246,316	261,032	254,360	265,542	241,864	256,384
Avg. Pull-Through (Closings/Applications #)	74.03	73.32	72.97	69.93	75.79	73.17	72.74
<b>Average Days in Warehouse</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>18</b>
<b>Employees:</b>							
Total Production FTEs (excluding 0 reporters)	389	375	381	365	392	392	402
<b>Productivity</b>							
<b>Simple Avg.</b>							
Closings per Sales Employee per Mo.	5.4	4.8	5.7	5.0	6.6	4.7	5.5
Closings per Fulfillment Employee per Mo.	5.8	5.3	7.1	6.0	8.2	5.2	7.1
Closings per Prod Support Employee per Mo.	15.7	12.9	17.9	14.8	21.3	13.4	18.0
Closings per Total Prod. Employee per Mo.	1.9	1.8	2.3	1.9	2.7	1.8	2.3
<b>Weighted Avg.</b>							
Closings per Sales Employee per Mo.	4.5	3.9	5.1	4.1	5.9	4.0	5.2
Closings per Fulfillment Employee per Mo.	5.0	4.9	6.5	5.4	7.4	4.9	6.7
Closings per Prod Support Employee per Mo.	11.6	11.8	15.1	12.7	16.9	12.5	15.3
Closings per Total Prod. Employee per Mo.	1.9	1.8	2.3	1.9	2.7	1.8	2.4
<b>Median</b>							
Closings per Sales Employee per Mo.	4.3	3.6	4.6	3.8	5.4	3.7	4.6
Closings per Fulfillment Employee per Mo.	4.5	4.4	6.0	4.9	7.0	4.4	6.0
Closings per Prod Support Employee per Mo.	10.7	10.1	13.5	10.6	15.5	10.7	13.6
Closings per Total Prod. Employee per Mo.	1.7	1.6	2.1	1.7	2.4	1.6	2.1
<b>Number of Companies Reporting</b>	<b>253</b>	<b>280</b>	<b>271</b>	<b>271</b>	<b>271</b>	<b>234</b>	<b>234</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Historical

B2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
<b>ORIGINATION-RELATED INCOME</b>							
Loan Origination Fees	49.12	49.62	47.63	50.75	45.98	49.00	46.91
Correspondent and Broker Fee Income (1)	5.46	4.71	4.77	4.86	4.71	4.42	4.25
Other Origination-Related Income (2)	17.51	23.22	20.36	21.96	19.33	21.24	19.90
<b>Total Origination-Related Income</b>	<b>72.09</b>	<b>77.55</b>	<b>72.76</b>	<b>77.57</b>	<b>70.02</b>	<b>74.66</b>	<b>71.06</b>
<b>NET INTEREST INCOME</b>							
Warehousing Income	19.38	22.15	21.10	21.65	20.78	22.32	21.28
Warehousing Expense	16.94	20.14	20.04	19.96	20.11	19.87	20.30
<b>Net Interest Income</b>	<b>2.44</b>	<b>2.01</b>	<b>1.06</b>	<b>1.69</b>	<b>0.68</b>	<b>2.45</b>	<b>0.97</b>
<b>SECONDARY MARKETING INCOME</b>							
Secondary Mktg Gains (Losses)	206.37	176.15	183.66	195.57	176.11	180.21	183.77
Capitalized Servicing/Svg Released Premiums	100.02	107.87	100.94	103.83	99.21	105.78	103.91
Repurchase Reserve Provision	(1.82)	(1.76)	(2.40)	(2.11)	(2.63)	(1.88)	(2.51)
<b>Net Secondary Marketing Income</b>	<b>304.57</b>	<b>282.26</b>	<b>282.21</b>	<b>297.29</b>	<b>272.69</b>	<b>284.11</b>	<b>285.17</b>
<b>Total Loan Production Revenue</b>	<b>379.09</b>	<b>361.82</b>	<b>356.02</b>	<b>376.55</b>	<b>343.38</b>	<b>361.22</b>	<b>357.20</b>
<b>EXPENSES</b>							
Personnel	229.42	231.60	201.67	218.45	191.39	230.70	204.29
Sales Personnel	102.55	103.59	96.06	98.21	94.98	102.85	97.60
Fulfillment Personnel	56.43	55.04	43.25	49.54	39.27	54.66	44.15
Production Support Employees	23.28	24.83	20.62	24.14	18.42	25.41	21.04
Management and Directors	18.89	18.13	17.33	17.19	17.38	17.92	16.96
Benefits	28.27	30.01	24.41	29.36	21.34	29.86	24.54
Occupancy and Equipment	18.81	20.67	16.51	20.63	13.91	20.57	16.79
Technology-Related Expenses	7.63	8.73	7.25	8.46	6.51	8.52	7.30
Other Direct Expenses	68.68	66.12	56.26	63.27	52.07	65.73	55.10
Outsourcing and Professional fees	11.49	11.58	9.86	11.16	9.09	11.77	9.86
Other Operating Expenses	57.20	54.54	46.40	52.11	42.98	53.96	45.24
<b>Direct Loan Production Expenses</b>	<b>324.55</b>	<b>327.13</b>	<b>281.68</b>	<b>310.81</b>	<b>263.88</b>	<b>325.51</b>	<b>283.48</b>
<b>Corporate Allocation</b>	<b>23.34</b>	<b>21.09</b>	<b>16.80</b>	<b>19.37</b>	<b>15.46</b>	<b>20.79</b>	<b>17.41</b>
<b>Total Loan Production Expense</b>	<b>347.89</b>	<b>348.22</b>	<b>298.48</b>	<b>330.18</b>	<b>279.34</b>	<b>346.31</b>	<b>300.89</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>31.21</b>	<b>13.60</b>	<b>57.54</b>	<b>46.37</b>	<b>64.04</b>	<b>14.91</b>	<b>56.31</b>
<b>MEMO ITEMS</b>							
<b>Originations Volume:</b>							
Avg. Total Loans Originated (\$000s)	2,134,908	1,996,672	2,737,971	1,048,578	1,689,394	2,139,577	2,942,125
Avg. Total Loans Originated (#)	8,822	8,171	10,411	4,149	6,261	8,805	11,227
Average Loan Balance (\$)	240,191	246,316	261,032	254,360	265,542	241,864	256,384
Avg. Pull-Through (Closings/Applications #)	74.03	73.32	72.97	69.93	75.79	73.17	72.74
<b>Average Days in Warehouse</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>18</b>
<b>Employees:</b>							
Total Production FTEs (excluding 0 reporters)	389	375	381	365	392	392	402
<b>Productivity</b>							
<b>Simple Avg.</b>							
Closings per Sales Employee per Mo.	5.4	4.8	5.7	5.0	6.6	4.7	5.5
Closings per Fulfillment Employee per Mo.	5.8	5.3	7.1	6.0	8.2	5.2	7.1
Closings per Prod Support Employee per Mo.	15.7	12.9	17.9	14.8	21.3	13.4	18.0
Closings per Total Prod. Employee per Mo.	1.9	1.8	2.3	1.9	2.7	1.8	2.3
<b>Weighted Avg.</b>							
Closings per Sales Employee per Mo.	4.5	3.9	5.1	4.1	5.9	4.0	5.2
Closings per Fulfillment Employee per Mo.	5.0	4.9	6.5	5.4	7.4	4.9	6.7
Closings per Prod Support Employee per Mo.	11.6	11.8	15.1	12.7	16.9	12.5	15.3
Closings per Total Prod. Employee per Mo.	1.9	1.8	2.3	1.9	2.7	1.8	2.4
<b>Median</b>							
Closings per Sales Employee per Mo.	4.3	3.6	4.6	3.8	5.4	3.7	4.6
Closings per Fulfillment Employee per Mo.	4.5	4.4	6.0	4.9	7.0	4.4	6.0
Closings per Prod Support Employee per Mo.	10.7	10.1	13.5	10.6	15.5	10.7	13.6
Closings per Total Prod. Employee per Mo.	1.7	1.6	2.1	1.7	2.4	1.6	2.1
<b>Number of Companies Reporting</b>	<b>253</b>	<b>280</b>	<b>271</b>	<b>271</b>	<b>271</b>	<b>234</b>	<b>234</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report Residential Loan Production - Historical B3 - Production Mix (\$), Simple Average

PERCENT BASED ON \$	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
Avg. Total Loans Originated (\$000s)	2,134,908	1,996,672	2,737,971	1,048,578	1,689,394	2,139,577	2,942,125
Avg. Total Loans Originated (#)	8,822	8,171	10,411	4,149	6,261	8,805	11,227
Average Loan Balance	240,191	246,316	261,032	254,360	265,542	241,864	256,384
<b>Production Mix by Product Type</b>							
First Mortgages:	98.97	99.53	99.37	99.33	99.40	99.56	99.54
Government (FHA/VA/RHS) - Fixed	33.60	32.63	30.74	32.18	29.87	33.15	31.43
Government (FHA/VA/RHS) - ARM	0.41	0.44	0.11	0.27	0.03	0.15	0.12
Prime (Conforming) - Fixed	55.11	56.16	60.10	57.40	61.74	56.61	59.46
Prime (Conforming) - ARM	1.86	1.69	1.29	1.69	1.03	1.71	1.32
Prime (Non-Conforming Jumbo) - Fixed	4.73	4.64	4.20	4.34	4.11	4.58	4.22
Prime (Non-Conforming Jumbo) - ARM	2.00	1.95	1.45	1.77	1.24	1.80	1.44
Other Fixed	0.83	1.28	1.01	1.04	1.00	1.01	1.10
Other ARM	0.41	0.75	0.49	0.63	0.39	0.55	0.45
Closed-End Second Mortgages	0.13	0.10	0.16	0.26	0.10	0.11	0.10
Funded HELOCs	0.12	0.08	0.09	0.08	0.09	0.08	0.07
Reverse	0.75	0.22	0.29	0.32	0.27	0.23	0.18
Other	0.03	0.07	0.10	0.02	0.13	0.02	0.11
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>							
Fixed Rate	95.27	95.16	96.65	95.58	97.30	95.78	96.66
ARM	4.73	4.84	3.35	4.42	2.70	4.22	3.34
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>							
Jumbo	8.58	8.68	7.33	7.96	6.89	8.15	7.21
Non-Jumbo	91.42	91.32	92.67	92.04	93.11	91.85	92.79
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>							
Retail/Consumer Direct	86.40	86.10	86.27	86.43	86.21	86.01	86.41
Broker Wholesale and Correspondent	13.60	13.90	13.73	13.57	13.79	13.99	13.59
Broker Wholesale	5.51	6.63	6.54	6.40	6.62	6.86	6.85
Correspondent	8.08	7.27	7.20	7.17	7.17	7.13	6.74
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>							
Purchase	74.72	79.98	65.72	75.62	59.48	80.36	66.97
Refinancing	25.28	20.02	34.28	24.38	40.52	19.64	33.03
Rate-Term	10.85	6.97	19.10	11.33	23.97	6.79	18.24
Cash-Out	13.65	12.35	14.05	12.31	15.19	12.22	13.68
Other / Unknown	0.78	0.70	1.13	0.74	1.36	0.63	1.11
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>							
Equals 600 or less	1.00	1.68	1.57	1.68	1.51	1.46	1.66
Greater than 600, less than or equal to 650	10.06	10.74	9.43	10.61	8.68	10.86	9.60
Greater than 650, less than or equal to 700	21.78	20.86	18.71	20.10	17.85	21.17	18.82
Greater than 700, less than or equal to 750	26.76	26.39	26.41	26.38	26.44	26.43	26.25
Greater than 750	40.40	40.33	43.88	41.23	45.52	40.08	43.67
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>	723	722	726	723	729	722	726
<b>1st Mtg LTV Distribution</b>							
Equals 60% or less	8.69	8.27	9.07	7.93	9.76	8.01	8.66
Greater than 60%, less than or equal to 70%	7.55	7.08	7.95	6.80	8.65	6.93	7.72
Greater than 70%, less than or equal to 80%	27.70	26.72	27.25	25.95	28.05	26.31	27.00
Greater than 80%, less than or equal to 90%	13.29	13.68	14.90	14.75	15.02	13.85	14.85
Greater than 90%, less than or equal to 100%	40.75	42.26	38.96	42.50	36.77	43.14	39.93
Greater than 100%	2.02	2.00	1.87	2.07	1.76	1.76	1.85
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	82.34	82.65	81.52	82.48	81.28	82.71	81.73
<b>1st Mtg Production Sold by Investor Type</b>							
Originated for Portfolio	0.05	0.11	0.06	0.08	0.05	0.10	0.05
Originated for Sale to Others:	99.95	99.89	99.94	99.92	99.95	99.90	99.95
Sale to Fannie/Freddie/Ginnie	34.93	31.44	32.70	30.79	34.47	32.41	33.96
All Other Sale to Others	65.02	68.45	67.24	69.13	65.47	67.49	66.00
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>							
Servicing Released	73.19	75.48	76.64	78.68	77.07	74.46	75.12
Servicing Retained	26.81	24.52	23.36	21.32	22.93	25.54	24.88
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	253	280	271	271	271	234	234

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report Residential Loan Production - Historical B4 - Production Mix (#), Simple Average

PERCENT BASED ON #	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
Avg. Total Loans Originated (\$000s)	2,134,908	1,996,672	2,737,971	1,048,578	1,689,394	2,139,577	2,942,125
Avg. Total Loans Originated (#)	8,822	8,171	10,411	4,149	6,261	8,805	11,227
Average Loan Balance	240,191	246,316	261,032	254,360	265,542	241,864	256,384
<b>Production Mix by Product Type</b>							
First Mortgages:	97.08	97.75	97.46	97.31	97.58	97.86	97.66
Government (FHA/VA/RHS) - Fixed	35.23	34.24	32.25	33.73	31.28	34.75	33.00
Government (FHA/VA/RHS) - ARM	0.39	0.41	0.11	0.25	0.03	0.13	0.12
Prime (Conforming) - Fixed	55.83	57.15	60.35	57.90	61.91	57.46	59.65
Prime (Conforming) - ARM	1.55	1.42	1.07	1.44	0.83	1.44	1.11
Prime (Non-Conforming Jumbo) - Fixed	2.17	2.05	1.85	1.88	1.84	1.99	1.86
Prime (Non-Conforming Jumbo) - ARM	0.83	0.78	0.58	0.69	0.51	0.72	0.58
Other Fixed	0.75	1.15	0.92	0.97	0.89	0.95	1.01
Other ARM	0.33	0.56	0.34	0.44	0.28	0.41	0.32
Closed-End Second Mortgages	1.47	1.72	1.86	2.06	1.74	1.70	1.88
Funded HELOCs	0.28	0.18	0.20	0.18	0.21	0.19	0.17
Reverse	1.06	0.22	0.36	0.40	0.33	0.22	0.17
Other	0.11	0.13	0.12	0.04	0.15	0.03	0.12
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>							
Fixed Rate	96.82	96.78	97.85	97.08	98.31	97.25	97.82
ARM	3.18	3.22	2.15	2.92	1.69	2.75	2.18
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>							
Jumbo	4.32	4.54	3.60	3.95	3.34	4.27	3.56
Non-Jumbo	95.68	95.46	96.40	96.05	96.66	95.73	96.44
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>							
Retail/Consumer Direct	86.64	86.44	86.54	86.65	86.50	86.27	86.65
Broker Wholesale and Correspondent	13.36	13.56	13.46	13.35	13.50	13.73	13.35
Broker Wholesale	5.32	6.34	6.28	6.19	6.36	6.62	6.58
Correspondent	8.04	7.22	7.18	7.17	7.14	7.10	6.77
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>							
Purchase	74.85	80.12	67.56	76.53	61.62	80.41	68.82
Refinancing	25.15	19.88	32.44	23.47	38.38	19.59	31.18
Rate-Term	10.56	6.64	17.18	10.25	21.74	6.52	16.34
Cash-Out	13.79	12.51	14.19	12.47	15.36	12.43	13.78
Other / Unknown	0.79	0.72	1.08	0.74	1.28	0.64	1.06
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>							
Equals 600 or less	1.11	1.79	1.68	1.88	1.54	1.60	1.75
Greater than 600, less than or equal to 650	11.25	12.05	10.74	12.03	9.88	12.17	10.94
Greater than 650, less than or equal to 700	23.25	22.41	20.24	21.62	19.34	22.68	20.37
Greater than 700, less than or equal to 750	26.26	25.92	26.09	26.01	26.16	25.95	25.94
Greater than 750	38.13	37.83	41.24	38.46	43.08	37.60	41.00
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	723	722	726	723	729	722	726
<b>1st Mtg LTV Distribution</b>							
Equals 60% or less	10.32	10.24	10.98	9.92	11.66	10.01	10.64
Greater than 60%, less than or equal to 70%	7.15	6.69	7.61	6.55	8.29	6.55	7.38
Greater than 70%, less than or equal to 80%	25.61	24.55	25.32	23.94	26.24	24.19	25.02
Greater than 80%, less than or equal to 90%	12.32	12.47	13.58	13.39	13.73	12.62	13.46
Greater than 90%, less than or equal to 100%	42.24	43.72	40.35	43.83	38.05	44.50	41.34
Greater than 100%	2.36	2.33	2.17	2.37	2.03	2.13	2.16
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	82.34	82.65	81.52	82.48	81.28	82.71	81.73
<b>1st Mtg Production Sold by Investor Type</b>							
Originated for Portfolio	0.03	0.07	0.05	0.07	0.05	0.07	0.04
Originated for Sale to Others:	99.97	99.93	99.95	99.93	99.95	99.93	99.96
Sale to Fannie/Freddie/Ginnie	36.40	32.94	33.75	32.01	35.46	33.85	35.00
All Other Sale to Others	63.56	67.00	66.20	67.93	64.49	66.07	64.96
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>							
Servicing Released	72.58	75.39	76.63	78.13	77.40	74.44	75.21
Servicing Retained	27.42	24.61	23.37	21.87	22.60	25.56	24.79
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	253	280	271	271	271	234	234



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Historical

B5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
Avg. Total Loans Originated (\$000s)	2,134,908	1,996,672	2,737,971	1,048,578	1,689,394	2,139,577	2,942,125
Avg. Total Loans Originated (#)	8,822	8,171	10,411	4,149	6,261	8,805	11,227
Average Loan Balance	240,191	246,316	261,032	254,360	265,542	241,864	256,384
<b>Production Mix by Product Type</b>							
First Mortgages:	245,500	251,084	266,533	260,107	270,850	246,272	261,586
Government (FHA/VA/RHS) - Fixed	225,480	232,264	245,807	238,061	251,345	228,370	241,459
Government (FHA/VA/RHS) - ARM	311,903	326,121	317,098	333,877	291,080	326,280	315,714
Prime (Conforming) - Fixed	234,092	238,132	258,331	250,387	263,150	235,520	253,425
Prime (Conforming) - ARM	310,719	321,405	352,423	349,584	357,462	317,031	344,833
Prime (Non-Conforming Jumbo) - Fixed	666,188	685,103	716,396	713,889	722,947	683,446	711,646
Prime (Non-Conforming Jumbo) - ARM	764,924	795,837	821,439	832,807	815,701	791,964	809,562
Other Fixed	291,300	313,415	346,378	315,242	359,315	302,098	332,832
Other ARM	369,964	493,525	453,228	497,159	398,951	497,562	437,815
Closed-End Second Mortgages	33,215	29,540	31,579	27,557	31,020	28,765	25,991
Funded HELOCs	128,481	135,138	125,247	127,492	120,508	138,785	122,919
Reverse	173,068	183,108	215,714	222,113	197,305	172,483	207,201
Other	160,164	221,673	190,666	164,145	204,589	205,950	216,571
<b>1st Mtg Fixed Rate vs ARM</b>							
Fixed Rate	239,743	245,316	262,347	254,928	267,260	241,561	257,636
ARM	422,932	474,808	526,190	530,208	537,956	464,226	513,142
<b>1st Mtg Jumbo vs. Non-Jumbo</b>							
Jumbo	653,908	673,041	718,143	706,719	742,360	668,516	711,013
Non-Jumbo	229,638	236,507	253,588	246,048	258,515	233,397	249,209
<b>1st Mtg Production Channel Mix</b>							
Retail/Consumer Direct	244,706	249,306	265,264	258,770	269,591	244,957	260,794
Broker Wholesale and Correspondent	259,896	266,385	267,720	264,942	276,209	257,925	258,111
Broker Wholesale	292,096	277,825	271,781	268,700	282,387	265,835	260,703
Correspondent	228,226	244,970	269,759	269,985	269,316	240,839	255,051
<b>1st Mtg Purchase vs Refi</b>							
Purchase	246,571	251,147	260,562	257,606	263,436	246,887	255,576
Refinancing	248,233	252,808	283,890	274,292	287,124	247,055	278,722
Rate-Term	260,789	266,697	301,282	300,358	302,169	260,922	296,247
Cash-Out	241,535	244,215	260,347	254,749	264,253	238,235	255,985
Other / Unknown	291,833	253,667	304,904	338,599	274,529	253,748	271,630
<b>1st Mtg FICO Score Distribution</b>							
Equals 600 or less	213,541	214,868	270,639	220,454	323,315	210,115	274,988
Greater than 600, less than or equal to 650	213,940	220,453	229,513	224,000	234,361	216,742	225,688
Greater than 650, less than or equal to 700	227,653	232,272	245,293	240,443	248,896	228,372	240,682
Greater than 700, less than or equal to 750	250,037	255,738	269,715	264,073	273,529	250,834	264,573
Greater than 750	259,535	267,270	283,447	278,876	286,082	262,123	278,343
<b>1st Mtg LTV Distribution</b>							
Equals 60% or less	207,995	204,677	220,366	208,712	226,427	198,793	213,738
Greater than 60%, less than or equal to 70%	261,643	265,922	278,305	270,450	282,119	260,978	273,287
Greater than 70%, less than or equal to 80%	265,256	273,479	286,969	282,432	289,492	268,093	282,505
Greater than 80%, less than or equal to 90%	263,489	274,156	292,006	286,261	295,664	269,449	288,190
Greater than 90%, less than or equal to 100%	233,761	240,126	255,717	250,178	259,999	236,503	251,367
Greater than 100%	204,708	196,745	231,873	223,119	236,284	190,556	228,688
<b>1st Mtg Production Sold by Investor Type</b>							
Originated for Portfolio	245,912	332,676	302,970	307,288	310,614	301,814	325,325
Originated for Sale to Others:	241,966	252,454	266,562	254,973	276,715	249,494	262,563
Sale to Fannie/Freddie/Ginnie	219,662	221,438	244,868	225,481	256,472	219,437	244,229
All Other Sale to Others	270,546	271,288	274,930	269,001	278,059	265,197	269,598
<b>1st Mtg Servicing Released vs Retained</b>							
Servicing Released	253,660	264,470	268,589	261,327	273,967	263,243	262,418
Servicing Retained	249,357	275,744	268,129	288,287	272,026	261,941	258,767
Number of Companies Reporting	253	280	271	271	271	234	234

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Annual Production Volume \$

C1 - Net Loan Production Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	<200M	200-400M	400-1,000M	1,000-2,000M	>2,000M	Total
<b>ORIGINATION-RELATED INCOME</b>						
Loan Origination Fees	1,267	1,622	1,050	1,320	997	1,190
Correspondent and Broker Fee Income (1)	236	133	104	54	71	97
Other Origination-Related Income (2)	695	425	541	558	332	488
<b>Total Origination-Related Income</b>	<b>2,197</b>	<b>2,180</b>	<b>1,695</b>	<b>1,932</b>	<b>1,399</b>	<b>1,775</b>
<b>NET INTEREST INCOME</b>						
Warehousing Income	397	421	521	577	711	564
Warehousing Expense	301	425	483	567	679	535
<b>Net Interest Income</b>	<b>96</b>	<b>(4)</b>	<b>38</b>	<b>10</b>	<b>32</b>	<b>29</b>
<b>SECONDARY MARKETING INCOME</b>						
Secondary Mktg Gains (Losses)	3,071	3,655	4,898	4,710	5,255	4,644
Capitalized Servicing/Svg Released Premiums	2,124	2,328	2,612	2,682	2,858	2,621
Repurchase Reserve Provision	(6)	(24)	(48)	(93)	(96)	(66)
<b>Net Secondary Marketing Income</b>	<b>5,189</b>	<b>5,960</b>	<b>7,463</b>	<b>7,298</b>	<b>8,017</b>	<b>7,200</b>
<b>Total Loan Production Revenue</b>	<b>7,482</b>	<b>8,135</b>	<b>9,196</b>	<b>9,240</b>	<b>9,448</b>	<b>9,004</b>
<b>EXPENSES</b>						
Personnel	4,320	4,559	5,157	5,076	5,525	5,094
Sales Personnel	1,649	2,061	2,553	2,575	2,688	2,460
Fulfillment Personnel	994	1,026	1,122	999	1,164	1,080
Production Support Employees	453	521	481	461	630	519
Management and Directors	558	403	382	459	397	423
Benefits	666	547	618	581	646	612
Occupancy and Equipment	409	400	431	388	437	416
Technology-Related Expenses	181	207	176	170	171	177
Other Direct Expenses	1,406	1,356	1,539	1,425	1,327	1,420
Outsourcing and Professional fees	260	265	253	249	250	253
Other Operating Expenses	1,146	1,091	1,286	1,176	1,077	1,167
<b>Direct Loan Production Expenses</b>	<b>6,316</b>	<b>6,521</b>	<b>7,303</b>	<b>7,059</b>	<b>7,460</b>	<b>7,107</b>
<b>Corporate Allocation</b>	<b>393</b>	<b>398</b>	<b>425</b>	<b>479</b>	<b>405</b>	<b>428</b>
<b>Total Loan Production Expense</b>	<b>6,709</b>	<b>6,919</b>	<b>7,728</b>	<b>7,538</b>	<b>7,865</b>	<b>7,535</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>773</b>	<b>1,216</b>	<b>1,468</b>	<b>1,702</b>	<b>1,583</b>	<b>1,470</b>
<b>MEMO ITEMS</b>						
<b>Originations Volume:</b>						
Avg. Total Loans Originated (\$000s)	108,512	298,854	682,112	1,414,635	7,970,479	2,737,971
Avg. Total Loans Originated (#)	537	1,341	2,707	5,666	29,791	10,411
Average Loan Balance (\$)	210,138	245,267	266,373	263,518	276,214	261,032
Avg. Pull-Through (Closings/Applications #)	74.33	73.79	72.30	73.44	72.59	72.97
<b>Average Days in Warehouse</b>	<b>14</b>	<b>15</b>	<b>17</b>	<b>18</b>	<b>20</b>	<b>18</b>
<b>Employees:</b>						
Total Production FTEs (excluding 0 reporters)	25	58	119	258	1,008	381
<b>Productivity</b>						
<b>Simple Avg.</b>						
Closings per Sales Employee per Mo.	5.7	5.4	5.4	5.6	6.0	5.7
Closings per Fulfillment Employee per Mo.	5.1	7.0	7.6	7.0	7.4	7.1
Closings per Prod Support Employee per Mo.	9.2	14.9	17.1	19.4	20.7	17.9
Closings per Total Prod. Employee per Mo.	1.9	2.3	2.2	2.3	2.4	2.3
<b>Weighted Avg.</b>						
Closings per Sales Employee per Mo.	4.8	4.3	4.3	4.2	5.4	5.1
Closings per Fulfillment Employee per Mo.	4.6	6.0	5.5	5.2	7.0	6.5
Closings per Prod Support Employee per Mo.	6.5	10.5	10.4	10.4	17.4	15.1
Closings per Total Prod. Employee per Mo.	1.8	2.0	1.9	1.9	2.5	2.3
<b>Median</b>						
Closings per Sales Employee per Mo.	4.8	5.2	4.5	4.5	4.9	4.6
Closings per Fulfillment Employee per Mo.	5.2	6.4	5.6	6.1	6.5	6.0
Closings per Prod Support Employee per Mo.	7.6	11.4	13.4	15.9	14.8	13.5
Closings per Total Prod. Employee per Mo.	1.7	2.2	1.9	2.2	2.1	2.1
<b>Number of Companies Reporting</b>	<b>23</b>	<b>32</b>	<b>74</b>	<b>69</b>	<b>73</b>	<b>271</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Annual Production Volume \$

C2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	<200M	200-400M	400-1,000M	1,000-2,000M	>2,000M	Total
<b>ORIGINATION-RELATED INCOME</b>						
Loan Origination Fees	58.25	67.05	40.68	52.82	37.89	47.63
Correspondent and Broker Fee Income (1)	15.91	7.53	4.53	2.28	2.64	4.77
Other Origination-Related Income (2)	35.62	20.80	20.88	23.40	11.97	20.36
<b>Total Origination-Related Income</b>	109.78	95.37	66.10	78.50	52.49	72.76
<b>NET INTEREST INCOME</b>						
Warehousing Income	18.01	17.31	19.05	21.56	25.38	21.10
Warehousing Expense	13.06	17.29	17.96	21.17	24.48	20.04
<b>Net Interest Income</b>	4.95	0.01	1.09	0.39	0.90	1.06
<b>SECONDARY MARKETING INCOME</b>						
Secondary Mktg Gains (Losses)	144.62	156.13	191.31	186.08	197.99	183.66
Capitalized Servicing/Svg Released Premiums	101.00	93.26	97.80	103.24	105.32	100.94
Repurchase Reserve Provision	(0.40)	(0.86)	(1.78)	(3.34)	(3.45)	(2.40)
<b>Net Secondary Marketing Income</b>	245.22	248.54	287.33	285.99	299.85	282.21
<b>Total Loan Production Revenue</b>	359.94	343.93	354.51	364.88	353.25	356.02
<b>EXPENSES</b>						
Personnel	205.40	190.09	200.92	200.89	207.06	201.67
Sales Personnel	73.93	83.70	98.49	101.69	100.66	96.06
Fulfillment Personnel	48.30	42.25	44.65	39.93	43.81	43.25
Production Support Employees	22.55	23.50	19.35	17.46	23.03	20.62
Management and Directors	27.69	17.82	14.66	18.73	15.23	17.33
Benefits	32.92	22.82	23.77	23.09	24.34	24.41
Occupancy and Equipment	18.53	17.81	16.51	15.39	16.35	16.51
Technology-Related Expenses	8.55	9.71	6.71	6.98	6.55	7.25
Other Direct Expenses	66.85	55.64	58.84	56.67	50.19	56.26
Outsourcing and Professional fees	11.85	10.58	9.58	9.53	9.50	9.86
Other Operating Expenses	55.01	45.06	49.26	47.13	40.69	46.40
<b>Direct Loan Production Expenses</b>	299.33	273.26	282.98	279.94	280.15	281.68
<b>Corporate Allocation</b>	20.10	17.53	14.51	19.87	14.86	16.80
<b>Total Loan Production Expense</b>	319.43	290.79	297.48	299.81	295.01	298.48
<b>TOTAL NET PRODUCTION INCOME</b>	40.51	53.14	57.03	65.07	58.24	57.54
<b>MEMO ITEMS</b>						
<b>Originations Volume:</b>						
Avg. Total Loans Originated (\$000s)	108,512	298,854	682,112	1,414,635	7,970,479	2,737,971
Avg. Total Loans Originated (#)	537	1,341	2,707	5,666	29,791	10,411
Average Loan Balance (\$)	210,138	245,267	266,373	263,518	276,214	261,032
Avg. Pull-Through (Closings/Applications #)	74.33	73.79	72.30	73.44	72.59	72.97
<b>Average Days in Warehouse</b>	14	15	17	18	20	18
<b>Employees:</b>						
Total Production FTEs (excluding 0 reporters)	25	58	119	258	1,008	381
<b>Productivity</b>						
<b>Simple Avg.</b>						
Closings per Sales Employee per Mo.	5.7	5.4	5.4	5.6	6.0	5.7
Closings per Fulfillment Employee per Mo.	5.1	7.0	7.6	7.0	7.4	7.1
Closings per Prod Support Employee per Mo.	9.2	14.9	17.1	19.4	20.7	17.9
Closings per Total Prod. Employee per Mo.	1.9	2.3	2.2	2.3	2.4	2.3
<b>Weighted Avg.</b>						
Closings per Sales Employee per Mo.	4.8	4.3	4.3	4.2	5.4	5.1
Closings per Fulfillment Employee per Mo.	4.6	6.0	5.5	5.2	7.0	6.5
Closings per Prod Support Employee per Mo.	6.5	10.5	10.4	10.4	17.4	15.1
Closings per Total Prod. Employee per Mo.	1.8	2.0	1.9	1.9	2.5	2.3
<b>Median</b>						
Closings per Sales Employee per Mo.	4.8	5.2	4.5	4.5	4.9	4.6
Closings per Fulfillment Employee per Mo.	5.2	6.4	5.6	6.1	6.5	6.0
Closings per Prod Support Employee per Mo.	7.6	11.4	13.4	15.9	14.8	13.5
Closings per Total Prod. Employee per Mo.	1.7	2.2	1.9	2.2	2.1	2.1
<b>Number of Companies Reporting</b>	23	32	74	69	73	271

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Production - by Annual Production Volume \$  
C3 - Production Mix (\$), Simple Average

PERCENT BASED ON \$	<200M	200-400M	400-1,000M	1,000-2,000M	>2,000M	Total
Avg. Total Loans Originated (\$000s)	108,512	298,854	682,112	1,414,635	7,970,479	2,737,971
Avg. Total Loans Originated (#)	537	1,341	2,707	5,666	29,791	10,411
Average Loan Balance	210,138	245,267	266,373	263,518	276,214	261,032
<b>Production Mix by Product Type</b>						
First Mortgages:	99.90	98.84	98.83	99.77	99.61	99.37
Government (FHA/VA/RHS) - Fixed	26.44	26.41	27.69	32.30	35.59	30.74
Government (FHA/VA/RHS) - ARM	0.03	0.01	0.26	0.02	0.09	0.11
Prime (Conforming) - Fixed	65.19	62.21	63.20	60.26	54.28	60.10
Prime (Conforming) - ARM	1.39	2.72	1.63	0.75	0.79	1.29
Prime (Non-Conforming Jumbo) - Fixed	2.13	4.12	4.13	4.37	4.79	4.20
Prime (Non-Conforming Jumbo) - ARM	0.55	3.05	1.25	1.05	1.61	1.45
Other Fixed	4.09	0.27	0.30	0.75	1.33	1.01
Other ARM	0.08	0.05	0.38	0.27	1.12	0.49
Closed-End Second Mortgages	0.08	0.16	0.29	0.10	0.09	0.16
Funded HELOCs	0.00	0.11	0.13	0.05	0.09	0.09
Reverse	0.02	0.87	0.43	0.07	0.17	0.29
Other	0.00	0.02	0.31	0.01	0.03	0.10
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>						
Fixed Rate	97.94	94.15	96.45	97.90	96.37	96.65
ARM	2.06	5.85	3.55	2.10	3.63	3.35
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>						
Jumbo	6.10	7.30	7.14	6.23	8.96	7.33
Non-Jumbo	93.90	92.70	92.86	93.77	91.04	92.67
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>						
Retail/Consumer Direct	80.12	85.41	89.12	87.76	84.27	86.27
Broker Wholesale and Correspondent	19.88	14.59	10.88	12.24	15.73	13.73
Broker Wholesale	8.10	4.90	3.46	7.14	9.31	6.54
Correspondent	11.78	9.69	7.41	5.10	6.42	7.20
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>						
Purchase	66.83	67.83	64.99	68.00	63.04	65.72
Refinancing	33.17	32.17	35.01	32.00	36.96	34.28
Rate-Term	13.80	20.35	20.34	19.01	19.04	19.10
Cash-Out	17.01	11.07	13.85	12.28	16.29	14.05
Other / Unknown	2.36	0.76	0.81	0.70	1.64	1.13
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>						
Equals 600 or less	1.12	1.14	1.02	1.48	2.57	1.57
Greater than 600, less than or equal to 650	8.64	8.16	8.44	9.55	11.15	9.43
Greater than 650, less than or equal to 700	18.44	18.84	18.35	18.56	19.24	18.71
Greater than 700, less than or equal to 750	26.97	27.69	26.65	26.12	25.68	26.41
Greater than 750	44.83	44.17	45.53	44.30	41.36	43.88
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>	729	730	730	727	720	726
<b>1st Mtg LTV Distribution</b>						
Equals 60% or less	10.23	9.39	8.96	8.75	8.98	9.07
Greater than 60%, less than or equal to 70%	8.04	8.09	8.09	7.54	8.10	7.95
Greater than 70%, less than or equal to 80%	28.68	27.73	28.96	26.56	25.47	27.25
Greater than 80%, less than or equal to 90%	12.83	14.53	15.23	15.38	14.93	14.90
Greater than 90%, less than or equal to 100%	37.89	38.91	37.07	39.89	40.37	38.96
Greater than 100%	2.33	1.34	1.69	1.88	2.15	1.87
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	77.17	82.00	79.60	82.42	83.71	81.52
<b>1st Mtg Production Sold by Investor Type</b>						
Originated for Portfolio	0.26	0.01	0.02	0.01	0.10	0.06
Originated for Sale to Others:	99.74	99.99	99.98	99.99	99.90	99.94
Sale to Fannie/Freddie/Ginnie	60.29	22.57	22.83	26.53	44.20	32.70
All Other Sale to Others	39.45	77.42	77.15	73.46	55.70	67.24
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>						
Servicing Released	58.62	72.82	88.26	79.77	69.12	76.64
Servicing Retained	41.38	27.18	11.74	20.23	30.88	23.36
Total	100.00	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	23	32	74	69	73	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Production - by Annual Production Volume \$  
C4 - Production Mix (#), Simple Average

PERCENT BASED ON #	<200M	200-400M	400-1,000M	1,000-2,000M	>2,000M	Total
Avg. Total Loans Originated (\$000s)	108,512	298,854	682,112	1,414,635	7,970,479	2,737,971
Avg. Total Loans Originated (#)	537	1,341	2,707	5,666	29,791	10,411
Average Loan Balance	210,138	245,267	266,373	263,518	276,214	261,032
<b>Production Mix by Product Type</b>						
First Mortgages:	98.24	96.70	97.04	97.71	97.76	97.46
Government (FHA/VA/RHS) - Fixed	27.21	27.41	29.25	33.74	37.58	32.25
Government (FHA/VA/RHS) - ARM	0.02	0.01	0.28	0.02	0.09	0.11
Prime (Conforming) - Fixed	64.95	62.91	63.19	60.29	54.95	60.35
Prime (Conforming) - ARM	1.03	2.39	1.40	0.59	0.63	1.07
Prime (Non-Conforming Jumbo) - Fixed	0.80	2.08	1.95	1.87	1.97	1.85
Prime (Non-Conforming Jumbo) - ARM	0.13	1.50	0.47	0.40	0.61	0.58
Other Fixed	4.04	0.37	0.26	0.64	1.10	0.92
Other ARM	0.07	0.03	0.24	0.17	0.83	0.34
Closed-End Second Mortgages	1.73	2.47	1.61	2.05	1.71	1.86
Funded HELOCs	0.01	0.15	0.31	0.11	0.24	0.20
Reverse	0.02	0.66	0.71	0.09	0.23	0.36
Other	0.00	0.02	0.33	0.04	0.06	0.12
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>						
Fixed Rate	98.70	95.96	97.56	98.81	97.80	97.85
ARM	1.30	4.04	2.44	1.19	2.20	2.15
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>						
Jumbo	3.81	3.72	3.44	2.52	4.68	3.60
Non-Jumbo	96.19	96.28	96.56	97.48	95.32	96.40
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>						
Retail/Consumer Direct	80.03	85.30	89.35	88.20	84.73	86.54
Broker Wholesale and Correspondent	19.97	14.70	10.65	11.80	15.27	13.46
Broker Wholesale	8.08	4.90	3.27	6.84	8.83	6.28
Correspondent	11.89	9.79	7.38	4.96	6.44	7.18
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>						
Purchase	68.99	69.13	66.70	69.89	65.09	67.56
Refinancing	31.01	30.87	33.30	30.11	34.91	32.44
Rate-Term	11.27	18.71	18.65	17.05	17.01	17.18
Cash-Out	17.46	11.45	13.88	12.43	16.32	14.19
Other / Unknown	2.28	0.72	0.77	0.63	1.58	1.08
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>						
Equals 600 or less	1.09	1.24	0.98	1.58	2.88	1.68
Greater than 600, less than or equal to 650	9.45	9.14	9.66	10.84	12.89	10.74
Greater than 650, less than or equal to 700	19.80	20.19	19.96	20.03	20.90	20.24
Greater than 700, less than or equal to 750	27.28	27.34	26.37	25.82	25.14	26.09
Greater than 750	42.38	42.09	43.04	41.73	38.19	41.24
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	729	730	730	727	720	726
<b>1st Mtg LTV Distribution</b>						
Equals 60% or less	12.71	11.56	11.01	10.58	10.53	10.98
Greater than 60%, less than or equal to 70%	7.93	7.99	7.75	7.23	7.56	7.61
Greater than 70%, less than or equal to 80%	27.01	26.33	26.95	24.66	23.28	25.32
Greater than 80%, less than or equal to 90%	11.25	12.86	13.96	14.08	13.76	13.58
Greater than 90%, less than or equal to 100%	38.25	39.64	38.38	41.25	42.49	40.35
Greater than 100%	2.85	1.62	1.96	2.20	2.38	2.17
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	77.17	82.00	79.60	82.42	83.71	81.52
<b>1st Mtg Production Sold by Investor Type</b>						
Originated for Portfolio	0.30	0.01	0.02	0.02	0.08	0.05
Originated for Sale to Others:	99.70	99.99	99.98	99.98	99.92	99.95
Sale to Fannie/Freddie/Ginnie	61.27	24.24	23.44	28.15	44.92	33.75
All Other Sale to Others	38.43	75.75	76.54	71.83	55.01	66.20
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>						
Servicing Released	57.29	73.20	87.85	80.92	68.15	76.63
Servicing Retained	42.71	26.80	12.15	19.08	31.85	23.37
Total	100.00	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	23	32	74	69	73	271



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Annual Production Volume \$

C5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	<200M	200-400M	400-1,000M	1,000-2,000M	>2,000M	Total
Avg. Total Loans Originated (\$000s)	108,512	298,854	682,112	1,414,635	7,970,479	2,737,971
Avg. Total Loans Originated (#)	537	1,341	2,707	5,666	29,791	10,411
Average Loan Balance	210,138	245,267	266,373	263,518	276,214	261,032
<b>Production Mix by Product Type</b>						
First Mortgages:	214,715	250,723	272,183	269,291	281,456	266,533
Government (FHA/VA/RHS) - Fixed	205,577	222,408	249,592	251,644	258,068	245,807
Government (FHA/VA/RHS) - ARM	261,333	256,000	300,208	357,445	308,492	317,098
Prime (Conforming) - Fixed	213,307	236,204	265,483	262,419	270,711	258,331
Prime (Conforming) - ARM	378,880	299,534	348,447	373,760	354,818	352,423
Prime (Non-Conforming Jumbo) - Fixed	712,679	694,602	694,289	724,357	738,606	716,396
Prime (Non-Conforming Jumbo) - ARM	926,241	815,758	818,721	820,174	817,171	821,439
Other Fixed	236,751	168,312	327,916	366,046	405,021	346,378
Other ARM	408,233	319,938	490,228	345,265	545,103	453,228
Closed-End Second Mortgages	14,825	34,385	44,345	24,996	27,646	31,579
Funded HELOCs	95,000	129,373	126,012	124,028	126,169	125,247
Reverse	223,000	226,665	231,637	208,379	204,115	215,714
Other		322,750	133,618	203,944	168,491	190,666
<b>1st Mtg Fixed Rate vs ARM</b>						
Fixed Rate	212,640	243,742	268,079	266,491	276,434	262,347
ARM	464,145	444,250	534,149	535,903	550,046	526,190
<b>1st Mtg Jumbo vs. Non-Jumbo</b>						
Jumbo	648,869	696,012	691,950	770,456	716,565	718,143
Non-Jumbo	208,211	234,820	258,449	257,768	267,232	253,588
<b>1st Mtg Production Channel Mix</b>						
Retail/Consumer Direct	223,241	254,351	269,429	266,739	276,278	265,264
Broker Wholesale and Correspondent	161,266	208,706	310,327	270,089	277,194	267,720
Broker Wholesale	171,596	229,305	288,550	271,099	286,689	271,781
Correspondent	162,360	171,771	350,543	258,491	278,844	269,759
<b>1st Mtg Purchase vs Refi</b>						
Purchase	206,948	248,813	266,749	263,141	273,896	260,562
Refinancing	233,742	263,780	286,127	287,634	302,748	283,890
Rate-Term	263,693	283,339	300,631	304,163	318,706	301,282
Cash-Out	213,121	240,640	266,944	257,766	279,222	260,347
Other / Unknown	192,282	297,280	433,654	240,870	295,781	304,904
<b>1st Mtg FICO Score Distribution</b>						
Equals 600 or less	244,710	222,613	376,565	232,033	235,283	270,639
Greater than 600, less than or equal to 650	189,648	216,693	236,662	233,791	236,499	229,513
Greater than 650, less than or equal to 700	199,496	235,068	250,303	248,921	255,840	245,293
Greater than 700, less than or equal to 750	213,190	253,605	275,655	272,281	286,369	269,715
Greater than 750	226,395	262,462	288,286	285,542	304,017	283,447
<b>1st Mtg LTV Distribution</b>						
Equals 60% or less	173,383	201,460	224,491	219,880	240,001	220,366
Greater than 60%, less than or equal to 70%	217,442	254,190	284,091	280,356	300,551	278,305
Greater than 70%, less than or equal to 80%	227,678	264,750	292,748	289,924	307,013	286,969
Greater than 80%, less than or equal to 90%	241,501	284,906	296,539	294,061	304,666	292,006
Greater than 90%, less than or equal to 100%	215,247	241,450	262,478	260,185	263,757	255,717
Greater than 100%	184,501	204,304	237,854	234,442	245,101	231,873
<b>1st Mtg Production Sold by Investor Type</b>						
Originated for Portfolio	252,667	281,500	334,213	258,508	317,923	302,970
Originated for Sale to Others:	213,272	243,248	279,781	259,403	284,686	266,562
Sale to Fannie/Freddie/Ginnie	200,637	192,789	249,771	238,753	274,372	244,868
All Other Sale to Others	267,102	256,096	274,982	268,244	290,346	274,930
<b>1st Mtg Servicing Released vs Retained</b>						
Servicing Released	216,595	233,349	277,292	265,064	289,128	268,589
Servicing Retained	180,471	215,779	284,706	289,354	270,014	268,129
Number of Companies Reporting	23	32	74	69	73	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Retail/Consumer Direct vs Wholesale Production Mix

D1 - Net Loan Production Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	100% Retail/CD	Mixed Retail/ Wholesale	75% or More Wholesale	Total
<b>ORIGINATION-RELATED INCOME</b>				
Loan Origination Fees	1,325	1,149	246	1,190
Correspondent and Broker Fee Income (1)	-	117	815	97
Other Origination-Related Income (2)	580	337	373	488
<b>Total Origination-Related Income</b>	1,905	1,603	1,434	1,775
<b>NET INTEREST INCOME</b>				
Warehousing Income	570	548	583	564
Warehousing Expense	532	541	534	535
<b>Net Interest Income</b>	38	8	49	29
<b>SECONDARY MARKETING INCOME</b>				
Secondary Mktg Gains (Losses)	5,014	4,614	1,707	4,644
Capitalized Servicing/Svg Released Premiums	2,715	2,530	2,233	2,621
Repurchase Reserve Provision	(68)	(61)	(71)	(66)
<b>Net Secondary Marketing Income</b>	7,661	7,082	3,869	7,200
<b>Total Loan Production Revenue</b>	9,603	8,693	5,353	9,004
<b>EXPENSES</b>				
Personnel	5,434	5,046	2,469	5,094
Sales Personnel	2,635	2,514	776	2,460
Fulfillment Personnel	1,123	1,086	697	1,080
Production Support Employees	577	446	339	519
Management and Directors	446	428	212	423
Benefits	652	572	445	612
Occupancy and Equipment	434	412	285	416
Technology-Related Expenses	187	154	198	177
Other Direct Expenses	1,489	1,331	1,227	1,420
Outsourcing and Professional fees	269	222	254	253
Other Operating Expenses	1,220	1,110	974	1,167
<b>Direct Loan Production Expenses</b>	7,544	6,943	4,179	7,107
<b>Corporate Allocation</b>	370	579	264	428
<b>Total Loan Production Expense</b>	7,914	7,522	4,443	7,535
<b>TOTAL NET PRODUCTION INCOME</b>	1,690	1,172	910	1,470
<b>MEMO ITEMS</b>				
<b>Originations Volume:</b>				
Avg. Total Loans Originated (\$000s)	1,649,725	5,224,892	1,201,004	2,737,971
Avg. Total Loans Originated (#)	6,269	19,899	4,463	10,411
Average Loan Balance (\$)	266,403	250,140	262,741	261,032
Avg. Pull-Through (Closings/Applications #)	74.96	72.28	57.78	72.97
<b>Average Days in Warehouse</b>	18	17	18	18
<b>Employees:</b>				
Total Production FTEs (excluding 0 reporters)	283	638	101	381
<b>Productivity</b>				
<b>Simple Avg.</b>				
Closings per Sales Employee per Mo.	5.2	5.6	10.5	5.7
Closings per Fulfillment Employee per Mo.	6.7	7.5	8.8	7.1
Closings per Prod Support Employee per Mo.	15.4	20.4	26.3	17.9
Closings per Total Prod. Employee per Mo.	2.1	2.3	4.0	2.3
<b>Weighted Avg.</b>				
Closings per Sales Employee per Mo.	4.3	5.6	10.1	5.1
Closings per Fulfillment Employee per Mo.	5.1	7.8	8.2	6.5
Closings per Prod Support Employee per Mo.	11.5	18.2	22.2	15.1
Closings per Total Prod. Employee per Mo.	1.9	2.7	3.8	2.3
<b>Median</b>				
Closings per Sales Employee per Mo.	4.5	4.6	10.5	4.6
Closings per Fulfillment Employee per Mo.	5.6	6.6	8.7	6.0
Closings per Prod Support Employee per Mo.	11.7	14.0	26.0	13.5
Closings per Total Prod. Employee per Mo.	2.0	2.0	3.3	2.1
<b>Number of Companies Reporting</b>	166	85	20	271

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Retail/Consumer Direct vs Wholesale Production Mix

D2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	100% Retail/CD	Mixed Retail/ Wholesale	75% or More Wholesale	Total
<b>ORIGINATION-RELATED INCOME</b>				
Loan Origination Fees	52.52	47.16	8.92	47.63
Correspondent and Broker Fee Income (1)	-	5.02	43.28	4.77
Other Origination-Related Income (2)	23.88	13.22	21.53	20.36
<b>Total Origination-Related Income</b>	<b>76.40</b>	<b>65.41</b>	<b>73.73</b>	<b>72.76</b>
<b>NET INTEREST INCOME</b>				
Warehousing Income	21.08	21.58	19.21	21.10
Warehousing Expense	19.67	21.50	16.87	20.04
<b>Net Interest Income</b>	<b>1.41</b>	<b>0.08</b>	<b>2.34</b>	<b>1.06</b>
<b>SECONDARY MARKETING INCOME</b>				
Secondary Mktg Gains (Losses)	194.42	189.22	70.80	183.66
Capitalized Servicing/Svg Released Premiums	102.34	102.60	82.33	100.94
Repurchase Reserve Provision	(2.41)	(2.34)	(2.61)	(2.40)
<b>Net Secondary Marketing Income</b>	<b>294.35</b>	<b>289.48</b>	<b>150.51</b>	<b>282.21</b>
<b>Total Loan Production Revenue</b>	<b>372.16</b>	<b>354.96</b>	<b>226.58</b>	<b>356.02</b>
<b>EXPENSES</b>				
Personnel	211.23	205.20	107.36	201.67
Sales Personnel	101.94	100.51	28.27	96.06
Fulfillment Personnel	43.92	44.73	31.36	43.25
Production Support Employees	22.15	18.61	16.43	20.62
Management and Directors	17.81	18.04	10.33	17.33
Benefits	25.40	23.30	20.96	24.41
Occupancy and Equipment	17.02	16.84	10.86	16.51
Technology-Related Expenses	7.39	6.43	9.50	7.25
Other Direct Expenses	58.51	53.76	48.20	56.26
Outsourcing and Professional fees	10.26	9.07	9.83	9.86
Other Operating Expenses	48.24	44.69	38.37	46.40
<b>Direct Loan Production Expenses</b>	<b>294.14</b>	<b>282.23</b>	<b>175.92</b>	<b>281.68</b>
<b>Corporate Allocation</b>	<b>14.53</b>	<b>22.71</b>	<b>10.53</b>	<b>16.80</b>
<b>Total Loan Production Expense</b>	<b>308.67</b>	<b>304.93</b>	<b>186.44</b>	<b>298.48</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>63.49</b>	<b>50.03</b>	<b>40.14</b>	<b>57.54</b>
<b>MEMO ITEMS</b>				
<b>Originations Volume:</b>				
Avg. Total Loans Originated (\$000s)	1,649,725	5,224,892	1,201,004	2,737,971
Avg. Total Loans Originated (#)	6,269	19,899	4,463	10,411
Average Loan Balance (\$)	266,403	250,140	262,741	261,032
Avg. Pull-Through (Closings/Applications #)	74.96	72.28	57.78	72.97
<b>Average Days in Warehouse</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>18</b>
<b>Employees:</b>				
Total Production FTEs (excluding 0 reporters)	283	638	101	381
<b>Productivity</b>				
<b>Simple Avg.</b>				
Closings per Sales Employee per Mo.	5.2	5.6	10.5	5.7
Closings per Fulfillment Employee per Mo.	6.7	7.5	8.8	7.1
Closings per Prod Support Employee per Mo.	15.4	20.4	26.3	17.9
Closings per Total Prod. Employee per Mo.	2.1	2.3	4.0	2.3
<b>Weighted Avg.</b>				
Closings per Sales Employee per Mo.	4.3	5.6	10.1	5.1
Closings per Fulfillment Employee per Mo.	5.1	7.8	8.2	6.5
Closings per Prod Support Employee per Mo.	11.5	18.2	22.2	15.1
Closings per Total Prod. Employee per Mo.	1.9	2.7	3.8	2.3
<b>Median</b>				
Closings per Sales Employee per Mo.	4.5	4.6	10.5	4.6
Closings per Fulfillment Employee per Mo.	5.6	6.6	8.7	6.0
Closings per Prod Support Employee per Mo.	11.7	14.0	26.0	13.5
Closings per Total Prod. Employee per Mo.	2.0	2.0	3.3	2.1
<b>Number of Companies Reporting</b>	<b>166</b>	<b>85</b>	<b>20</b>	<b>271</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Retail/Consumer Direct vs Wholesale Production Mix

D3 - Production Mix (\$), Simple Average

PERCENT BASED ON \$	100% Retail/CD	Mixed Retail/ Wholesale	75% or More Wholesale	Total
Avg. Total Loans Originated (\$000s)	1,649,725	5,224,892	1,201,004	2,737,971
Avg. Total Loans Originated (#)	6,269	19,899	4,463	10,411
Average Loan Balance	266,403	250,140	262,741	261,032
<b>Production Mix by Product Type</b>				
First Mortgages:	99.51	99.13	99.25	99.37
Government (FHA/VA/RHS) - Fixed	28.40	36.49	25.62	30.74
Government (FHA/VA/RHS) - ARM	0.11	0.12	0.00	0.11
Prime (Conforming) - Fixed	61.55	56.02	65.46	60.10
Prime (Conforming) - ARM	1.54	0.91	0.77	1.29
Prime (Non-Conforming Jumbo) - Fixed	5.06	3.03	2.03	4.20
Prime (Non-Conforming Jumbo) - ARM	1.60	1.38	0.49	1.45
Other Fixed	1.10	0.60	1.97	1.01
Other ARM	0.15	0.58	2.91	0.49
Closed-End Second Mortgages	0.11	0.10	0.74	0.16
Funded HELOCs	0.10	0.08	0.01	0.09
Reverse	0.26	0.41	0.00	0.29
Other	0.02	0.28	0.00	0.10
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>				
Fixed Rate	96.58	97.00	95.78	96.65
ARM	3.42	3.00	4.22	3.35
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>				
Jumbo	7.73	6.95	5.58	7.33
Non-Jumbo	92.27	93.05	94.42	92.67
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>				
Retail/Consumer Direct	100.00	77.72	8.59	86.27
Broker Wholesale and Correspondent	0.00	22.28	91.41	13.73
Broker Wholesale	0.00	11.94	37.85	6.54
Correspondent	0.00	10.34	53.57	7.20
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>				
Purchase	69.21	61.64	54.11	65.72
Refinancing	30.79	38.36	45.89	34.28
Rate-Term	17.59	20.61	25.17	19.10
Cash-Out	12.48	15.87	19.27	14.05
Other / Unknown	0.72	1.87	1.45	1.13
Total	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>				
Equals 600 or less	1.10	2.48	1.63	1.57
Greater than 600, less than or equal to 650	8.49	11.38	8.90	9.43
Greater than 650, less than or equal to 700	17.78	20.58	18.40	18.71
Greater than 700, less than or equal to 750	26.42	26.20	27.16	26.41
Greater than 750	46.21	39.37	43.90	43.88
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>				
	731	716	727	726
<b>1st Mtg LTV Distribution</b>				
Equals 60% or less	8.68	8.80	13.40	9.07
Greater than 60%, less than or equal to 70%	7.65	7.71	11.41	7.95
Greater than 70%, less than or equal to 80%	27.92	25.15	30.61	27.25
Greater than 80%, less than or equal to 90%	15.32	14.51	13.11	14.90
Greater than 90%, less than or equal to 100%	38.95	41.44	28.48	38.96
Greater than 100%	1.48	2.39	2.97	1.87
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>				
	80.79	83.66	78.67	81.52
<b>1st Mtg Production Sold by Investor Type</b>				
Originated for Portfolio	0.05	0.07	0.07	0.06
Originated for Sale to Others:	99.95	99.93	99.93	99.94
Sale to Fannie/Freddie/Ginnie	24.71	40.44	63.37	32.70
All Other Sale to Others	75.24	59.49	36.56	67.24
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>				
Servicing Released	82.33	69.12	61.38	76.64
Servicing Retained	17.67	30.88	38.62	23.36
Total	100.00	100.00	100.00	100.00
Number of Companies Reporting	166	85	20	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Retail/Consumer Direct vs Wholesale Production Mix

D4 - Production Mix (#), Simple Average

PERCENT BASED ON #	100% Retail/CD	Mixed Retail/ Wholesale	75% or More Wholesale	Total
Avg. Total Loans Originated (\$000s)	1,649,725	5,224,892	1,201,004	2,737,971
Avg. Total Loans Originated (#)	6,269	19,899	4,463	10,411
Average Loan Balance	266,403	250,140	262,741	261,032
<b>Production Mix by Product Type</b>				
First Mortgages:	97.47	97.05	99.20	97.46
Government (FHA/VA/RHS) - Fixed	29.54	38.41	28.49	32.25
Government (FHA/VA/RHS) - ARM	0.11	0.12	0.00	0.11
Prime (Conforming) - Fixed	62.57	54.88	65.19	60.35
Prime (Conforming) - ARM	1.28	0.79	0.53	1.07
Prime (Non-Conforming Jumbo) - Fixed	2.25	1.31	0.84	1.85
Prime (Non-Conforming Jumbo) - ARM	0.60	0.64	0.19	0.58
Other Fixed	1.02	0.54	1.65	0.92
Other ARM	0.10	0.36	2.30	0.34
Closed-End Second Mortgages	1.87	2.10	0.78	1.86
Funded HELOCs	0.22	0.21	0.02	0.20
Reverse	0.40	0.36	0.00	0.36
Other	0.04	0.29	0.00	0.12
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>				
Fixed Rate	97.87	98.03	96.93	97.85
ARM	2.13	1.97	3.07	2.15
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>				
Jumbo	3.67	3.77	2.36	3.60
Non-Jumbo	96.33	96.23	97.64	96.40
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>				
Retail/Consumer Direct	100.00	78.36	9.64	86.54
Broker Wholesale and Correspondent	0.00	21.64	90.36	13.46
Broker Wholesale	0.00	11.17	37.60	6.28
Correspondent	0.00	10.48	52.76	7.18
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>				
Purchase	70.68	64.12	56.25	67.56
Refinancing	29.32	35.88	43.75	32.44
Rate-Term	15.88	18.36	22.93	17.18
Cash-Out	12.75	15.76	19.36	14.19
Other / Unknown	0.68	1.76	1.46	1.08
Total	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>				
Equals 600 or less	1.13	2.69	1.91	1.68
Greater than 600, less than or equal to 650	9.62	13.01	10.43	10.74
Greater than 650, less than or equal to 700	19.17	22.31	20.22	20.24
Greater than 700, less than or equal to 750	26.20	25.68	26.92	26.09
Greater than 750	43.87	36.31	40.53	41.24
Total	100.00	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	731	716	727	726
<b>1st Mtg LTV Distribution</b>				
Equals 60% or less	10.68	10.67	14.82	10.98
Greater than 60%, less than or equal to 70%	7.41	7.29	10.67	7.61
Greater than 70%, less than or equal to 80%	26.11	23.07	28.37	25.32
Greater than 80%, less than or equal to 90%	13.94	13.18	12.23	13.58
Greater than 90%, less than or equal to 100%	40.19	43.02	30.33	40.35
Greater than 100%	1.68	2.78	3.59	2.17
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	80.79	83.66	78.67	81.52
<b>1st Mtg Production Sold by Investor Type</b>				
Originated for Portfolio	0.05	0.05	0.09	0.05
Originated for Sale to Others:	99.95	99.95	99.91	99.95
Sale to Fannie/Freddie/Ginnie	25.98	41.53	62.49	33.75
All Other Sale to Others	73.97	58.42	37.42	66.20
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>				
Servicing Released	83.11	67.29	63.10	76.63
Servicing Retained	16.89	32.71	36.90	23.37
Total	100.00	100.00	100.00	100.00
Number of Companies Reporting	166	85	20	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Retail/Consumer Direct vs Wholesale Production Mix

D5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	100% Retail/CD	Mixed Retail/ Wholesale	75% or More Wholesale	Total
Avg. Total Loans Originated (\$000s)	1,649,725	5,224,892	1,201,004	2,737,971
Avg. Total Loans Originated (#)	6,269	19,899	4,463	10,411
Average Loan Balance	266,403	250,140	262,741	261,032
<b>Production Mix by Product Type</b>				
First Mortgages:	272,373	255,964	262,987	266,533
Government (FHA/VA/RHS) - Fixed	254,680	232,470	228,660	245,807
Government (FHA/VA/RHS) - ARM	332,108	294,993	344,500	317,098
Prime (Conforming) - Fixed	261,640	251,891	258,735	258,331
Prime (Conforming) - ARM	348,946	345,401	451,665	352,423
Prime (Non-Conforming Jumbo) - Fixed	709,532	711,973	813,801	716,396
Prime (Non-Conforming Jumbo) - ARM	800,922	841,269	977,602	821,439
Other Fixed	323,205	342,979	489,475	346,378
Other ARM	430,570	427,021	678,302	453,228
Closed-End Second Mortgages	31,795	18,285	199,050	31,579
Funded HELOCs	126,679	123,197	109,625	125,247
Reverse	224,541	205,783		215,714
Other	171,832	221,272		190,666
<b>1st Mtg Fixed Rate vs ARM</b>				
Fixed Rate	268,327	251,796	257,548	262,347
ARM	528,669	498,292	663,011	526,190
<b>1st Mtg Jumbo vs. Non-Jumbo</b>				
Jumbo	702,715	728,525	827,699	718,143
Non-Jumbo	259,035	243,983	249,198	253,588
<b>1st Mtg Production Channel Mix</b>				
Retail/Consumer Direct	272,356	252,923	256,712	265,264
Broker Wholesale and Correspondent		267,473	268,770	267,720
Broker Wholesale		267,616	293,166	271,781
Correspondent		271,349	265,545	269,759
<b>1st Mtg Purchase vs Refi</b>				
Purchase	266,791	248,800	258,857	260,562
Refinancing	288,797	276,200	276,079	283,890
Rate-Term	308,353	290,007	291,512	301,282
Cash-Out	261,177	257,209	267,361	260,347
Other / Unknown	309,360	311,907	228,255	304,904
<b>1st Mtg FICO Score Distribution</b>				
Equals 600 or less	303,252	223,092	204,358	270,639
Greater than 600, less than or equal to 650	236,975	219,600	210,080	229,513
Greater than 650, less than or equal to 700	250,719	236,715	236,977	245,293
Greater than 700, less than or equal to 750	273,959	261,669	268,901	269,715
Greater than 750	286,441	277,145	285,526	283,447
<b>1st Mtg LTV Distribution</b>				
Equals 60% or less	219,836	216,372	241,713	220,366
Greater than 60%, less than or equal to 70%	280,550	273,071	282,019	278,305
Greater than 70%, less than or equal to 80%	291,058	280,002	282,845	286,969
Greater than 80%, less than or equal to 90%	298,004	283,702	277,807	292,006
Greater than 90%, less than or equal to 100%	263,112	244,497	242,391	255,717
Greater than 100%	241,273	222,614	198,850	231,873
<b>1st Mtg Production Sold by Investor Type</b>				
Originated for Portfolio	328,753	260,817	302,833	302,970
Originated for Sale to Others:	273,485	248,634	287,169	266,562
Sale to Fannie/Freddie/Ginnie	248,732	232,782	269,345	244,868
All Other Sale to Others	280,875	257,201	308,949	274,930
<b>1st Mtg Servicing Released vs Retained</b>				
Servicing Released	270,157	259,747	297,649	268,589
Servicing Retained	256,033	270,898	329,212	268,129
Number of Companies Reporting	166	85	20	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Historical Retail and Consumer Direct Production Only

E1 - Net Loan Production Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
<b>ORIGINATION-RELATED INCOME</b>							
Loan Origination Fees	1,213	1,197	1,325	1,385	1,298	1,129	1,204
Correspondent and Broker Fee Income (1)	-	-	-	-	-	-	-
Other Origination-Related Income (2)	493	676	580	622	565	581	593
<b>Total Origination-Related Income</b>	<b>1,706</b>	<b>1,873</b>	<b>1,905</b>	<b>2,008</b>	<b>1,863</b>	<b>1,710</b>	<b>1,797</b>
<b>NET INTEREST INCOME</b>							
Warehousing Income	464	561	570	559	571	566	572
Warehousing Expense	397	486	532	510	543	489	532
<b>Net Interest Income</b>	<b>68</b>	<b>75</b>	<b>38</b>	<b>49</b>	<b>27</b>	<b>77</b>	<b>39</b>
<b>SECONDARY MARKETING INCOME</b>							
Secondary Mktg Gains (Losses)	5,199	4,629	5,014	5,239	4,967	4,642	4,864
Capitalized Servicing/Svg Released Premiums	2,469	2,776	2,715	2,697	2,667	2,724	2,861
Repurchase Reserve Provision	(40)	(45)	(68)	(55)	(75)	(49)	(71)
<b>Net Secondary Marketing Income</b>	<b>7,627</b>	<b>7,360</b>	<b>7,661</b>	<b>7,880</b>	<b>7,560</b>	<b>7,317</b>	<b>7,654</b>
<b>Total Loan Production Revenue</b>	<b>9,401</b>	<b>9,309</b>	<b>9,603</b>	<b>9,937</b>	<b>9,450</b>	<b>9,104</b>	<b>9,490</b>
<b>EXPENSES</b>							
Personnel	5,644	5,846	5,434	5,694	5,318	5,752	5,440
Sales Personnel	2,630	2,722	2,635	2,608	2,720	2,575	2,641
Fulfillment Personnel	1,307	1,320	1,123	1,247	1,050	1,319	1,129
Production Support Employees	588	624	577	640	523	674	587
Management and Directors	451	458	446	442	446	448	426
Benefits	667	723	652	757	579	737	656
Occupancy and Equipment	440	508	434	528	383	495	424
Technology-Related Expenses	180	217	187	206	170	202	181
Other Direct Expenses	1,661	1,594	1,489	1,646	1,388	1,572	1,441
Outsourcing and Professional fees	269	279	269	295	248	302	269
Other Operating Expenses	1,392	1,315	1,220	1,351	1,139	1,270	1,172
<b>Direct Loan Production Expenses</b>	<b>7,926</b>	<b>8,165</b>	<b>7,544</b>	<b>8,074</b>	<b>7,258</b>	<b>8,022</b>	<b>7,486</b>
<b>Corporate Allocation</b>	<b>549</b>	<b>491</b>	<b>370</b>	<b>422</b>	<b>356</b>	<b>447</b>	<b>357</b>
<b>Total Loan Production Expense</b>	<b>8,475</b>	<b>8,656</b>	<b>7,914</b>	<b>8,496</b>	<b>7,614</b>	<b>8,469</b>	<b>7,843</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>926</b>	<b>653</b>	<b>1,690</b>	<b>1,440</b>	<b>1,836</b>	<b>635</b>	<b>1,647</b>
<b>MEMO ITEMS</b>							
<b>Originations Volume:</b>							
Avg. Total Loans Originated (\$000s)	1,330,508	1,267,432	1,649,725	655,482	980,381	1,232,107	1,554,956
Avg. Total Loans Originated (#)	5,342	5,036	6,269	2,567	3,664	4,938	5,868
Average Loan Balance (\$)	245,072	251,849	266,403	259,436	269,888	250,646	264,996
Avg. Pull-Through (Closings/Applications #)	74.86	74.92	74.96	71.68	77.73	74.33	74.38
<b>Average Days in Warehouse</b>	<b>17</b>	<b>16</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>18</b>
<b>Employees:</b>							
Total Production FTEs (excluding 0 reporters)	274	293	283	273	289	272	262
<b>Productivity</b>							
<b>Simple Avg.</b>							
Closings per Sales Employee per Mo.	4.9	4.3	5.2	4.5	6.1	4.5	5.1
Closings per Fulfillment Employee per Mo.	5.8	4.9	6.7	5.6	7.7	5.0	6.8
Closings per Prod Support Employee per Mo.	13.3	11.9	15.4	12.9	18.6	12.1	15.2
Closings per Total Prod. Employee per Mo.	1.8	1.6	2.1	1.8	2.4	1.7	2.1
<b>Weighted Avg.</b>							
Closings per Sales Employee per Mo.	3.9	3.3	4.3	3.6	4.9	3.6	4.4
Closings per Fulfillment Employee per Mo.	4.5	4.1	5.1	4.3	5.8	4.2	5.2
Closings per Prod Support Employee per Mo.	9.0	9.2	11.5	10.0	12.7	9.8	10.6
Closings per Total Prod. Employee per Mo.	1.6	1.4	1.9	1.6	2.1	1.5	1.9
<b>Median</b>							
Closings per Sales Employee per Mo.	4.3	3.6	4.5	3.7	5.2	3.7	4.5
Closings per Fulfillment Employee per Mo.	4.7	4.3	5.6	4.8	6.7	4.4	5.6
Closings per Prod Support Employee per Mo.	9.7	9.3	11.7	9.5	13.4	9.6	12.2
Closings per Total Prod. Employee per Mo.	1.7	1.6	2.0	1.7	2.3	1.6	2.1
<b>Number of Companies Reporting</b>	<b>151</b>	<b>157</b>	<b>166</b>	<b>171</b>	<b>173</b>	<b>124</b>	<b>124</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Historical Retail and Consumer Direct Production Only

E2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
<b>ORIGINATION-RELATED INCOME</b>							
Loan Origination Fees	57.01	51.73	52.52	55.89	50.88	48.76	48.87
Correspondent and Broker Fee Income (1)	-	-	-	-	-	-	-
Other Origination-Related Income (2)	20.47	27.82	23.88	26.49	22.66	24.97	24.25
<b>Total Origination-Related Income</b>	<b>77.48</b>	<b>79.55</b>	<b>76.40</b>	<b>82.38</b>	<b>73.54</b>	<b>73.73</b>	<b>73.13</b>
<b>NET INTEREST INCOME</b>							
Warehousing Income	18.61	21.73	21.08	21.18	20.83	21.92	21.06
Warehousing Expense	16.18	19.13	19.67	19.31	19.83	18.93	19.62
<b>Net Interest Income</b>	<b>2.43</b>	<b>2.61</b>	<b>1.41</b>	<b>1.87</b>	<b>1.00</b>	<b>3.00</b>	<b>1.44</b>
<b>SECONDARY MARKETING INCOME</b>							
Secondary Mktg Gains (Losses)	219.91	188.92	194.42	208.35	190.27	190.81	191.18
Capitalized Servicing/Svg Released Premiums	101.16	111.06	102.34	103.84	99.49	109.77	108.02
Repurchase Reserve Provision	(1.64)	(1.72)	(2.41)	(2.02)	(2.61)	(1.85)	(2.55)
<b>Net Secondary Marketing Income</b>	<b>319.43</b>	<b>298.25</b>	<b>294.35</b>	<b>310.17</b>	<b>287.15</b>	<b>298.74</b>	<b>296.65</b>
<b>Total Loan Production Revenue</b>	<b>399.34</b>	<b>380.41</b>	<b>372.16</b>	<b>394.42</b>	<b>361.68</b>	<b>375.46</b>	<b>371.21</b>
<b>EXPENSES</b>							
Personnel	239.07	239.63	211.23	227.40	203.64	236.80	212.34
Sales Personnel	110.29	110.98	101.94	103.70	103.41	105.44	102.41
Fulfillment Personnel	57.15	54.95	43.92	50.09	40.60	55.27	44.64
Production Support Employees	24.04	25.08	22.15	25.43	19.72	26.95	22.44
Management and Directors	19.24	18.92	17.81	18.03	17.61	18.73	17.07
Benefits	28.35	29.70	25.40	30.15	22.29	30.42	25.78
Occupancy and Equipment	18.66	21.00	17.02	21.22	14.76	20.36	16.73
Technology-Related Expenses	7.86	9.34	7.39	8.30	6.61	8.64	7.35
Other Direct Expenses	72.91	66.97	58.51	66.42	53.64	66.16	57.79
Outsourcing and Professional fees	11.51	11.63	10.26	11.50	9.39	12.47	10.49
Other Operating Expenses	61.40	55.34	48.24	54.91	44.25	53.68	47.30
<b>Direct Loan Production Expenses</b>	<b>338.50</b>	<b>336.94</b>	<b>294.14</b>	<b>323.34</b>	<b>278.66</b>	<b>331.96</b>	<b>294.20</b>
<b>Corporate Allocation</b>	<b>21.85</b>	<b>20.44</b>	<b>14.53</b>	<b>16.86</b>	<b>13.91</b>	<b>18.85</b>	<b>14.32</b>
<b>Total Loan Production Expense</b>	<b>360.35</b>	<b>357.38</b>	<b>308.67</b>	<b>340.20</b>	<b>292.57</b>	<b>350.81</b>	<b>308.53</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>38.99</b>	<b>23.04</b>	<b>63.49</b>	<b>54.22</b>	<b>69.12</b>	<b>24.66</b>	<b>62.69</b>
<b>MEMO ITEMS</b>							
<b>Originations Volume:</b>							
Avg. Total Loans Originated (\$000s)	1,330,508	1,267,432	1,649,725	655,482	980,381	1,232,107	1,554,956
Avg. Total Loans Originated (#)	5,342	5,036	6,269	2,567	3,664	4,938	5,868
Average Loan Balance (\$)	245,072	251,849	266,403	259,436	269,888	250,646	264,996
Avg. Pull-Through (Closings/Applications #)	74.86	74.92	74.96	71.68	77.73	74.33	74.38
<b>Average Days in Warehouse</b>	<b>17</b>	<b>16</b>	<b>18</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>18</b>
<b>Employees:</b>							
Total Production FTEs (excluding 0 reporters)	274	293	283	273	289	272	262
<b>Productivity</b>							
<b>Simple Avg.</b>							
Closings per Sales Employee per Mo.	4.9	4.3	5.2	4.5	6.1	4.5	5.1
Closings per Fulfillment Employee per Mo.	5.8	4.9	6.7	5.6	7.7	5.0	6.8
Closings per Prod Support Employee per Mo.	13.3	11.9	15.4	12.9	18.6	12.1	15.2
Closings per Total Prod. Employee per Mo.	1.8	1.6	2.1	1.8	2.4	1.7	2.1
<b>Weighted Avg.</b>							
Closings per Sales Employee per Mo.	3.9	3.3	4.3	3.6	4.9	3.6	4.4
Closings per Fulfillment Employee per Mo.	4.5	4.1	5.1	4.3	5.8	4.2	5.2
Closings per Prod Support Employee per Mo.	9.0	9.2	11.5	10.0	12.7	9.8	10.6
Closings per Total Prod. Employee per Mo.	1.6	1.4	1.9	1.6	2.1	1.5	1.9
<b>Median</b>							
Closings per Sales Employee per Mo.	4.3	3.6	4.5	3.7	5.2	3.7	4.5
Closings per Fulfillment Employee per Mo.	4.7	4.3	5.6	4.8	6.7	4.4	5.6
Closings per Prod Support Employee per Mo.	9.7	9.3	11.7	9.5	13.4	9.6	12.2
Closings per Total Prod. Employee per Mo.	1.7	1.6	2.0	1.7	2.3	1.6	2.1
<b>Number of Companies Reporting</b>	<b>151</b>	<b>157</b>	<b>166</b>	<b>171</b>	<b>173</b>	<b>124</b>	<b>124</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Production - Historical Retail and Consumer Direct Production Only  
E3 - Production Mix (\$), Simple Average

PERCENT BASED ON \$	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
Avg. Total Loans Originated (\$000s)	1,330,508	1,267,432	1,649,725	655,482	980,381	1,232,107	1,554,956
Avg. Total Loans Originated (#)	5,342	5,036	6,269	2,567	3,664	4,938	5,868
Average Loan Balance	245,072	251,849	266,403	259,436	269,888	250,646	264,996
<b>Production Mix by Product Type</b>							
First Mortgages:	98.99	99.48	99.51	99.48	99.46	99.74	99.76
Government (FHA/VA/RHS) - Fixed	31.39	29.70	28.40	29.45	28.07	29.51	27.88
Government (FHA/VA/RHS) - ARM	0.05	0.51	0.11	0.39	0.03	0.09	0.13
Prime (Conforming) - Fixed	56.43	57.50	61.55	59.38	62.74	58.36	61.32
Prime (Conforming) - ARM	2.27	2.19	1.54	1.90	1.26	2.50	1.78
Prime (Non-Conforming Jumbo) - Fixed	5.29	5.49	5.06	5.16	4.83	5.30	5.28
Prime (Non-Conforming Jumbo) - ARM	2.53	2.43	1.60	1.98	1.33	2.33	1.74
Other Fixed	0.90	1.43	1.10	0.99	1.11	1.37	1.46
Other ARM	0.13	0.24	0.15	0.23	0.09	0.29	0.17
Closed-End Second Mortgages	0.16	0.11	0.11	0.12	0.11	0.10	0.10
Funded HELOCs	0.17	0.11	0.10	0.08	0.11	0.07	0.07
Reverse	0.67	0.21	0.26	0.30	0.30	0.07	0.06
Other	0.01	0.09	0.02	0.02	0.02	0.02	0.01
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>							
Fixed Rate	94.98	94.61	96.58	95.48	97.28	94.78	96.17
ARM	5.02	5.39	3.42	4.52	2.72	5.22	3.83
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>							
Jumbo	9.27	9.97	7.73	8.44	6.99	9.74	8.21
Non-Jumbo	90.73	90.03	92.27	91.56	93.01	90.26	91.79
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>							
Retail/Consumer Direct	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Broker Wholesale and Correspondent	-	-	-	-	-	-	-
Broker Wholesale	-	-	-	-	-	-	-
Correspondent	-	-	-	-	-	-	-
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>							
Purchase	77.23	83.89	69.21	79.08	62.96	83.84	71.30
Refinancing	22.77	16.11	30.79	20.92	37.04	16.16	28.70
Rate-Term	9.56	5.54	17.59	9.86	22.49	5.29	16.56
Cash-Out	12.72	10.14	12.48	10.61	13.74	10.43	11.60
Other / Unknown	0.49	0.43	0.72	0.44	0.82	0.44	0.54
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>							
Equals 600 or less	0.78	0.87	1.10	1.14	1.07	0.83	1.08
Greater than 600, less than or equal to 650	9.14	9.35	8.49	9.60	7.90	9.24	8.24
Greater than 650, less than or equal to 700	20.65	19.64	17.78	19.05	17.16	19.60	17.59
Greater than 700, less than or equal to 750	26.76	26.52	26.42	26.32	26.50	26.50	26.29
Greater than 750	42.67	43.62	46.21	43.89	47.36	43.84	46.80
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>	727	728	731	728	733	729	733
<b>1st Mtg LTV Distribution</b>							
Equals 60% or less	8.46	7.88	8.68	7.60	9.29	7.93	8.54
Greater than 60%, less than or equal to 70%	7.35	6.67	7.65	6.50	8.34	6.67	7.45
Greater than 70%, less than or equal to 80%	28.80	27.95	27.92	26.90	28.39	27.90	28.06
Greater than 80%, less than or equal to 90%	13.64	14.04	15.32	15.11	15.45	14.27	15.30
Greater than 90%, less than or equal to 100%	40.39	42.02	38.95	42.30	37.13	42.00	39.31
Greater than 100%	1.37	1.43	1.48	1.60	1.40	1.24	1.33
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	81.47	81.84	80.79	81.47	80.86	81.40	80.20
<b>1st Mtg Production Sold by Investor Type</b>							
Originated for Portfolio	0.01	0.17	0.05	0.05	0.05	0.15	0.01
Originated for Sale to Others:	99.99	99.83	99.95	99.95	99.95	99.85	99.99
Sale to Fannie/Freddie/Ginnie	25.21	21.94	24.71	23.22	25.61	23.04	23.71
All Other Sale to Others	74.78	77.89	75.24	76.73	74.34	76.81	76.27
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>							
Servicing Released	80.53	83.96	82.33	84.50	83.33	81.66	79.99
Servicing Retained	19.47	16.04	17.67	15.50	16.67	18.34	20.01
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	151	157	166	171	173	124	124

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Production - Historical Retail and Consumer Direct Production Only  
E4 - Production Mix (#), Simple Average

PERCENT BASED ON #	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
Avg. Total Loans Originated (\$000s)	1,330,508	1,267,432	1,649,725	655,482	980,381	1,232,107	1,554,956
Avg. Total Loans Originated (#)	5,342	5,036	6,269	2,567	3,664	4,938	5,868
Average Loan Balance	245,072	251,849	266,403	259,436	269,888	250,646	264,996
<b>Production Mix by Product Type</b>							
First Mortgages:	97.15	97.70	97.47	97.26	97.39	98.20	98.08
Government (FHA/VA/RHS) - Fixed	32.94	31.20	29.54	30.71	29.09	30.93	29.11
Government (FHA/VA/RHS) - ARM	0.04	0.49	0.11	0.37	0.03	0.08	0.13
Prime (Conforming) - Fixed	57.75	59.18	62.57	60.58	63.48	60.29	62.83
Prime (Conforming) - ARM	1.92	1.90	1.28	1.58	1.03	2.18	1.49
Prime (Non-Conforming Jumbo) - Fixed	2.45	2.50	2.25	2.22	2.19	2.38	2.40
Prime (Non-Conforming Jumbo) - ARM	1.08	0.93	0.60	0.71	0.50	0.88	0.65
Other Fixed	0.88	1.34	1.02	0.94	1.02	1.28	1.36
Other ARM	0.08	0.15	0.10	0.14	0.06	0.18	0.11
Closed-End Second Mortgages	1.59	1.64	1.87	2.05	1.93	1.51	1.66
Funded HELOCs	0.39	0.26	0.22	0.19	0.23	0.16	0.16
Reverse	0.76	0.22	0.40	0.45	0.41	0.09	0.07
Other	0.10	0.19	0.04	0.05	0.03	0.03	0.03
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>							
Fixed Rate	96.78	96.47	97.87	97.10	98.34	96.63	97.57
ARM	3.22	3.53	2.13	2.90	1.66	3.37	2.43
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>							
Jumbo	4.58	5.27	3.67	4.00	3.27	5.17	4.00
Non-Jumbo	95.42	94.73	96.33	96.00	96.73	94.83	96.00
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>							
Retail/Consumer Direct	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Broker Wholesale and Correspondent	-	-	-	-	-	-	-
Broker Wholesale	-	-	-	-	-	-	-
Correspondent	-	-	-	-	-	-	-
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>							
Purchase	77.03	83.76	70.68	79.70	64.75	83.59	72.63
Refinancing	22.97	16.24	29.32	20.30	35.25	16.41	27.37
Rate-Term	9.41	5.28	15.88	8.93	20.45	5.10	14.98
Cash-Out	13.04	10.52	12.75	10.94	14.01	10.85	11.87
Other / Unknown	0.51	0.45	0.68	0.43	0.78	0.46	0.52
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>							
Equals 600 or less	0.85	0.97	1.13	1.30	1.02	0.92	1.07
Greater than 600, less than or equal to 650	10.22	10.53	9.62	10.86	8.94	10.34	9.32
Greater than 650, less than or equal to 700	22.09	21.12	19.17	20.49	18.51	21.01	18.97
Greater than 700, less than or equal to 750	26.30	26.14	26.20	26.12	26.27	26.14	26.10
Greater than 750	40.53	41.24	43.87	41.22	45.27	41.59	44.54
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	727	728	731	728	733	729	733
<b>1st Mtg LTV Distribution</b>							
Equals 60% or less	10.27	9.91	10.68	9.58	11.27	9.99	10.66
Greater than 60%, less than or equal to 70%	7.03	6.37	7.41	6.36	8.06	6.36	7.23
Greater than 70%, less than or equal to 80%	26.63	25.76	26.11	24.94	26.71	25.88	26.26
Greater than 80%, less than or equal to 90%	12.62	12.77	13.94	13.72	14.10	12.96	13.85
Greater than 90%, less than or equal to 100%	41.81	43.50	40.19	43.58	38.26	43.33	40.48
Greater than 100%	1.64	1.68	1.68	1.83	1.60	1.48	1.53
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	81.47	81.84	80.79	81.47	80.86	81.40	80.20
<b>1st Mtg Production Sold by Investor Type</b>							
Originated for Portfolio	0.01	0.09	0.05	0.05	0.05	0.11	0.01
Originated for Sale to Others:	99.99	99.91	99.95	99.95	99.95	99.89	99.99
Sale to Fannie/Freddie/Ginnie	26.58	23.55	25.98	24.59	26.79	24.66	25.07
All Other Sale to Others	73.41	76.36	73.97	75.35	73.16	75.23	74.92
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>							
Servicing Released	80.20	84.23	83.11	84.68	84.01	82.24	81.27
Servicing Retained	19.80	15.77	16.89	15.32	15.99	17.76	18.73
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	151	157	166	171	173	124	124

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Historical Retail and Consumer Direct Production Only

E5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
Avg. Total Loans Originated (\$000s)	1,330,508	1,267,432	1,649,725	655,482	980,381	1,232,107	1,554,956
Avg. Total Loans Originated (#)	5,342	5,036	6,269	2,567	3,664	4,938	5,868
Average Loan Balance	245,072	251,849	266,403	259,436	269,888	250,646	264,996
<b>Production Mix by Product Type</b>							
First Mortgages:	250,227	256,583	272,373	265,901	275,856	254,600	269,592
Government (FHA/VA/RHS) - Fixed	231,376	239,918	254,680	246,464	259,635	238,473	252,216
Government (FHA/VA/RHS) - ARM	322,706	360,282	332,108	353,831	284,028	361,594	330,461
Prime (Conforming) - Fixed	235,980	241,581	261,640	254,140	266,268	240,644	256,861
Prime (Conforming) - ARM	307,170	318,972	348,946	352,564	347,348	312,440	340,926
Prime (Non-Conforming Jumbo) - Fixed	659,339	673,882	709,532	707,162	718,211	677,261	705,923
Prime (Non-Conforming Jumbo) - ARM	748,351	762,477	800,922	816,862	799,755	739,743	779,161
Other Fixed	311,993	304,168	323,205	302,108	327,079	313,452	321,582
Other ARM	376,423	543,081	430,570	462,666	367,093	599,342	401,485
Closed-End Second Mortgages	34,687	33,791	31,795	25,635	33,423	35,774	27,875
Funded HELOCs	136,802	127,329	126,679	127,663	124,279	128,767	133,888
Reverse	183,700	207,792	224,541	240,268	208,480	188,141	214,033
Other	187,410	234,837	171,832	163,862	223,346	190,247	185,808
<b>1st Mtg Fixed Rate vs ARM</b>							
Fixed Rate	243,389	250,665	268,327	260,816	272,548	248,937	265,173
ARM	425,278	483,485	528,669	535,735	546,546	463,213	507,990
<b>1st Mtg Jumbo vs. Non-Jumbo</b>							
Jumbo	656,434	661,102	702,715	706,278	716,925	657,035	694,471
Non-Jumbo	232,377	240,836	259,035	251,639	263,528	239,891	255,514
<b>1st Mtg Production Channel Mix</b>							
Retail/Consumer Direct	250,202	256,570	272,356	265,881	275,844	254,597	269,570
Broker Wholesale and Correspondent							
Broker Wholesale							
Correspondent							
<b>1st Mtg Purchase vs Refi</b>							
Purchase	253,007	257,232	266,791	263,846	269,001	255,509	264,531
Refinancing	250,718	253,918	288,797	278,569	291,429	250,481	284,713
Rate-Term	267,083	271,950	308,353	309,401	307,531	267,660	304,163
Cash-Out	240,722	242,732	261,177	253,020	265,741	239,855	258,374
Other / Unknown	293,037	241,973	309,360	310,334	288,016	245,288	304,526
<b>1st Mtg FICO Score Distribution</b>							
Equals 600 or less	222,384	217,664	303,252	227,913	379,302	215,855	324,367
Greater than 600, less than or equal to 650	217,075	224,130	236,975	231,650	240,848	223,126	233,876
Greater than 650, less than or equal to 700	231,396	237,229	250,719	244,988	253,972	235,989	247,774
Greater than 700, less than or equal to 750	253,779	260,083	273,959	267,380	277,568	257,569	270,625
Greater than 750	262,743	270,823	286,441	282,894	288,175	267,581	282,440
<b>1st Mtg LTV Distribution</b>							
Equals 60% or less	207,406	205,231	219,836	209,749	225,422	202,003	214,194
Greater than 60%, less than or equal to 70%	265,310	268,079	280,550	272,194	284,081	265,763	276,800
Greater than 70%, less than or equal to 80%	270,774	278,702	291,058	286,870	292,890	274,462	287,843
Greater than 80%, less than or equal to 90%	268,686	280,495	298,004	291,690	301,238	278,138	295,991
Greater than 90%, less than or equal to 100%	239,442	246,571	263,112	256,559	267,386	245,385	260,791
Greater than 100%	217,944	210,391	241,273	235,498	241,969	200,219	237,850
<b>1st Mtg Production Sold by Investor Type</b>							
Originated for Portfolio	228,644	367,010	328,753	326,715	335,222	293,456	327,907
Originated for Sale to Others:	245,761	259,185	273,485	260,379	282,648	259,707	273,636
Sale to Fannie/Freddie/Ginnie	217,780	216,351	248,732	230,365	256,654	219,606	248,428
All Other Sale to Others	267,050	279,259	280,875	272,699	280,723	278,529	282,034
<b>1st Mtg Servicing Released vs Retained</b>							
Servicing Released	251,127	270,033	270,157	262,434	275,592	272,648	268,811
Servicing Retained	250,264	298,518	256,033	304,738	252,427	278,257	242,121
Number of Companies Reporting	151	157	166	171	173	124	124



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Retail and Consumer Direct Production Only Companies by Production \$

F1 - Net Loan Production Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	<200M	200-400M	400-1,000M	1,000-2,000M	>2,000M	Total
<b>ORIGINATION-RELATED INCOME</b>						
Loan Origination Fees	1,257	1,978	984	1,610	1,072	1,325
Correspondent and Broker Fee Income (1)	-	-	-	-	-	-
Other Origination-Related Income (2)	762	443	669	688	324	580
<b>Total Origination-Related Income</b>	2,020	2,421	1,653	2,298	1,397	1,905
<b>NET INTEREST INCOME</b>						
Warehousing Income	485	456	502	618	714	570
Warehousing Expense	360	486	477	585	648	532
<b>Net Interest Income</b>	125	(30)	25	33	65	38
<b>SECONDARY MARKETING INCOME</b>						
Secondary Mktg Gains (Losses)	3,400	3,975	5,259	4,748	6,343	5,014
Capitalized Servicing/Svg Released Premiums	2,612	2,561	2,565	2,992	2,722	2,715
Repurchase Reserve Provision	(0)	(28)	(58)	(106)	(88)	(68)
<b>Net Secondary Marketing Income</b>	6,011	6,508	7,765	7,634	8,978	7,661
<b>Total Loan Production Revenue</b>	8,156	8,899	9,443	9,966	10,440	9,603
<b>EXPENSES</b>						
Personnel	4,859	5,080	5,296	5,344	6,214	5,434
Sales Personnel	1,981	2,382	2,602	2,691	3,053	2,635
Fulfillment Personnel	1,084	1,141	1,105	1,026	1,276	1,123
Production Support Employees	498	605	487	539	771	577
Management and Directors	564	415	443	461	403	446
Benefits	733	536	660	627	711	652
Occupancy and Equipment	505	426	395	398	511	434
Technology-Related Expenses	222	209	175	177	187	187
Other Direct Expenses	1,488	1,505	1,535	1,481	1,421	1,489
Outsourcing and Professional fees	318	274	236	291	264	269
Other Operating Expenses	1,170	1,231	1,299	1,190	1,158	1,220
<b>Direct Loan Production Expenses</b>	7,073	7,220	7,402	7,401	8,334	7,544
<b>Corporate Allocation</b>	320	444	321	447	317	370
<b>Total Loan Production Expense</b>	7,393	7,664	7,722	7,848	8,651	7,914
<b>TOTAL NET PRODUCTION INCOME</b>	763	1,235	1,721	2,118	1,789	1,690
<b>MEMO ITEMS</b>						
<b>Originations Volume:</b>						
Avg. Total Loans Originated (\$000s)	106,191	298,007	659,356	1,385,983	4,907,264	1,649,725
Avg. Total Loans Originated (#)	453	1,284	2,581	5,372	18,290	6,269
Average Loan Balance (\$)	234,050	247,519	266,769	275,017	280,788	266,403
Avg. Pull-Through (Closings/Applications #)	74.63	76.08	72.87	77.54	74.47	74.96
<b>Average Days in Warehouse</b>	14	15	17	18	20	18
<b>Employees:</b>						
Total Production FTEs (excluding 0 reporters)	24	64	114	275	773	283
<b>Productivity</b>						
<b>Simple Avg.</b>						
Closings per Sales Employee per Mo.	4.5	5.2	5.5	5.1	5.2	5.2
Closings per Fulfillment Employee per Mo.	5.8	6.5	7.5	6.1	6.8	6.7
Closings per Prod Support Employee per Mo.	8.8	14.2	16.6	15.0	17.4	15.4
Closings per Total Prod. Employee per Mo.	1.8	1.9	2.3	2.0	2.1	2.1
<b>Weighted Avg.</b>						
Closings per Sales Employee per Mo.	3.8	3.8	4.3	3.9	4.5	4.3
Closings per Fulfillment Employee per Mo.	5.5	5.3	5.4	4.6	5.2	5.1
Closings per Prod Support Employee per Mo.	5.7	10.2	10.2	8.3	13.9	11.5
Closings per Total Prod. Employee per Mo.	1.6	1.7	1.9	1.7	2.0	1.9
<b>Median</b>						
Closings per Sales Employee per Mo.	4.1	4.3	4.5	4.5	4.9	4.5
Closings per Fulfillment Employee per Mo.	5.6	5.2	5.6	5.7	6.1	5.6
Closings per Prod Support Employee per Mo.	7.3	9.3	13.3	11.5	13.6	11.7
Closings per Total Prod. Employee per Mo.	1.7	1.7	2.1	2.1	2.0	2.0
<b>Number of Companies Reporting</b>	15	22	50	44	35	166

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Retail and Consumer Direct Production Only Companies by Production \$

F2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	<200M	200-400M	400-1,000M	1,000-2,000M	>2,000M	Total
<b>ORIGINATION-RELATED INCOME</b>						
Loan Origination Fees	53.65	82.15	37.15	63.95	41.04	52.52
Correspondent and Broker Fee Income (1)	-	-	-	-	-	-
Other Origination-Related Income (2)	35.27	20.08	26.42	28.74	11.64	23.88
<b>Total Origination-Related Income</b>	88.92	102.23	63.56	92.69	52.67	76.40
<b>NET INTEREST INCOME</b>						
Warehousing Income	20.45	18.05	18.96	21.96	25.18	21.08
Warehousing Expense	14.51	18.70	18.41	20.68	23.03	19.67
<b>Net Interest Income</b>	5.94	(0.65)	0.56	1.28	2.15	1.41
<b>SECONDARY MARKETING INCOME</b>						
Secondary Mktg Gains (Losses)	143.29	159.08	205.81	182.27	237.52	194.42
Capitalized Servicing/Svg Released Premiums	115.42	104.53	96.14	108.78	96.11	102.34
Repurchase Reserve Provision	(0.01)	(1.12)	(2.22)	(3.48)	(3.14)	(2.41)
<b>Net Secondary Marketing Income</b>	258.70	262.48	299.73	287.57	330.49	294.35
<b>Total Loan Production Revenue</b>	353.55	364.06	363.85	381.53	385.31	372.16
<b>EXPENSES</b>						
Personnel	208.10	211.12	205.50	205.52	227.99	211.23
Sales Personnel	81.14	97.73	101.57	103.57	111.99	101.94
Fulfillment Personnel	48.03	47.00	43.00	39.55	47.05	43.92
Production Support Employees	21.96	26.09	19.26	19.56	27.15	22.15
Management and Directors	25.10	17.95	16.66	18.54	15.31	17.81
Benefits	31.87	22.34	25.01	24.30	26.50	25.40
Occupancy and Equipment	21.20	18.53	15.44	15.20	18.81	17.02
Technology-Related Expenses	9.55	9.16	6.58	6.94	7.10	7.39
Other Direct Expenses	64.52	59.34	59.43	58.21	54.45	58.51
Outsourcing and Professional fees	13.44	10.42	9.00	10.82	9.90	10.26
Other Operating Expenses	51.08	48.92	50.43	47.39	44.55	48.24
<b>Direct Loan Production Expenses</b>	303.37	298.15	286.95	285.87	308.35	294.14
<b>Corporate Allocation</b>	14.63	18.27	11.68	17.84	12.04	14.53
<b>Total Loan Production Expense</b>	318.00	316.42	298.63	303.71	320.39	308.67
<b>TOTAL NET PRODUCTION INCOME</b>	35.55	47.64	65.22	77.82	64.92	63.49
<b>MEMO ITEMS</b>						
<b>Originations Volume:</b>						
Avg. Total Loans Originated (\$000s)	106,191	298,007	659,356	1,385,983	4,907,264	1,649,725
Avg. Total Loans Originated (#)	453	1,284	2,581	5,372	18,290	6,269
Average Loan Balance (\$)	234,050	247,519	266,769	275,017	280,788	266,403
Avg. Pull-Through (Closings/Applications #)	74.63	76.08	72.87	77.54	74.47	74.96
<b>Average Days in Warehouse</b>	14	15	17	18	20	18
<b>Employees:</b>						
Total Production FTEs (excluding 0 reporters)	24	64	114	275	773	283
<b>Productivity</b>						
<b>Simple Avg.</b>						
Closings per Sales Employee per Mo.	4.5	5.2	5.5	5.1	5.2	5.2
Closings per Fulfillment Employee per Mo.	5.8	6.5	7.5	6.1	6.8	6.7
Closings per Prod Support Employee per Mo.	8.8	14.2	16.6	15.0	17.4	15.4
Closings per Total Prod. Employee per Mo.	1.8	1.9	2.3	2.0	2.1	2.1
<b>Weighted Avg.</b>						
Closings per Sales Employee per Mo.	3.8	3.8	4.3	3.9	4.5	4.3
Closings per Fulfillment Employee per Mo.	5.5	5.3	5.4	4.6	5.2	5.1
Closings per Prod Support Employee per Mo.	5.7	10.2	10.2	8.3	13.9	11.5
Closings per Total Prod. Employee per Mo.	1.6	1.7	1.9	1.7	2.0	1.9
<b>Median</b>						
Closings per Sales Employee per Mo.	4.1	4.3	4.5	4.5	4.9	4.5
Closings per Fulfillment Employee per Mo.	5.6	5.2	5.6	5.7	6.1	5.6
Closings per Prod Support Employee per Mo.	7.3	9.3	13.3	11.5	13.6	11.7
Closings per Total Prod. Employee per Mo.	1.7	1.7	2.1	2.1	2.0	2.0
<b>Number of Companies Reporting</b>	15	22	50	44	35	166

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Retail and Consumer Direct Production Only Companies by Production \$

F3 - Production Mix (\$), Simple Average

PERCENT BASED ON \$	<200M	200-400M	400-1,000M	1,000-2,000M	>2,000M	Total
Avg. Total Loans Originated (\$000s)	106,191	298,007	659,356	1,385,983	4,907,264	1,649,725
Avg. Total Loans Originated (#)	453	1,284	2,581	5,372	18,290	6,269
Average Loan Balance	234,050	247,519	266,769	275,017	280,788	266,403
<b>Production Mix by Product Type</b>						
First Mortgages:	99.90	99.54	99.13	99.80	99.52	99.51
Government (FHA/VA/RHS) - Fixed	25.14	28.21	26.08	29.45	31.94	28.40
Government (FHA/VA/RHS) - ARM	0.00	0.01	0.24	0.03	0.14	0.11
Prime (Conforming) - Fixed	62.54	62.10	64.55	60.81	57.42	61.55
Prime (Conforming) - ARM	1.95	3.20	1.76	0.89	0.84	1.54
Prime (Non-Conforming Jumbo) - Fixed	3.08	3.69	5.02	5.68	6.03	5.06
Prime (Non-Conforming Jumbo) - ARM	0.80	2.23	1.29	1.46	2.15	1.60
Other Fixed	6.27	0.04	0.11	1.11	0.97	1.10
Other ARM	0.12	0.07	0.08	0.38	0.03	0.15
Closed-End Second Mortgages	0.07	0.20	0.11	0.10	0.11	0.11
Funded HELOCs	0.01	0.15	0.17	0.05	0.06	0.10
Reverse	0.02	0.11	0.57	0.03	0.28	0.26
Other	0.00	0.00	0.02	0.02	0.02	0.02
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>						
Fixed Rate	97.12	94.47	96.61	97.24	96.82	96.58
ARM	2.88	5.53	3.39	2.76	3.18	3.42
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>						
Jumbo	9.01	6.08	6.91	7.60	9.56	7.73
Non-Jumbo	90.99	93.92	93.09	92.40	90.44	92.27
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>						
Retail/Consumer Direct	100.00	100.00	100.00	100.00	100.00	100.00
Broker Wholesale and Correspondent	0.00	0.00	0.00	0.00	0.00	0.00
Broker Wholesale	0.00	0.00	0.00	0.00	0.00	0.00
Correspondent	0.00	0.00	0.00	0.00	0.00	0.00
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>						
Purchase	67.52	69.77	67.26	71.36	69.66	69.21
Refinancing	32.48	30.23	32.74	28.64	30.34	30.79
Rate-Term	14.83	18.44	19.51	16.12	17.34	17.59
Cash-Out	16.74	11.03	12.11	11.81	12.95	12.48
Other / Unknown	0.91	0.76	1.12	0.71	0.04	0.72
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>						
Equals 600 or less	0.81	1.10	1.09	0.86	1.55	1.10
Greater than 600, less than or equal to 650	7.67	8.61	8.08	8.39	9.53	8.49
Greater than 650, less than or equal to 700	17.72	19.24	17.32	17.57	17.82	17.78
Greater than 700, less than or equal to 750	26.76	28.13	26.28	26.35	25.46	26.42
Greater than 750	47.05	42.92	47.24	46.84	45.63	46.21
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>	734	729	734	732	728	731
<b>1st Mtg LTV Distribution</b>						
Equals 60% or less	10.63	8.70	8.49	8.90	7.82	8.68
Greater than 60%, less than or equal to 70%	8.12	7.98	7.83	7.57	7.07	7.65
Greater than 70%, less than or equal to 80%	29.18	26.38	29.80	27.36	26.32	27.92
Greater than 80%, less than or equal to 90%	13.06	14.97	15.84	15.72	15.29	15.32
Greater than 90%, less than or equal to 100%	38.21	41.18	36.37	38.65	42.01	38.95
Greater than 100%	0.81	0.80	1.66	1.81	1.50	1.48
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	74.14	82.60	78.50	82.06	84.01	80.79
<b>1st Mtg Production Sold by Investor Type</b>						
Originated for Portfolio	0.28	0.01	0.02	0.02	0.06	0.05
Originated for Sale to Others:	99.72	99.99	99.98	99.98	99.94	99.95
Sale to Fannie/Freddie/Ginnie	49.61	15.68	17.47	20.84	34.21	24.71
All Other Sale to Others	50.11	84.31	82.50	79.14	65.72	75.24
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>						
Servicing Released	68.77	78.94	88.80	83.62	79.38	82.33
Servicing Retained	31.23	21.06	11.20	16.38	20.62	17.67
Total	100.00	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	15	22	50	44	35	166

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Retail and Consumer Direct Production Only Companies by Production \$

F4 - Production Mix (#), Simple Average

PERCENT BASED ON #	<200M	200-400M	400-1,000M	1,000-2,000M	>2,000M	Total
Avg. Total Loans Originated (\$000s)	106,191	298,007	659,356	1,385,983	4,907,264	1,649,725
Avg. Total Loans Originated (#)	453	1,284	2,581	5,372	18,290	6,269
Average Loan Balance	234,050	247,519	266,769	275,017	280,788	266,403
<b>Production Mix by Product Type</b>						
First Mortgages:	98.15	96.82	97.11	97.83	97.64	97.47
Government (FHA/VA/RHS) - Fixed	25.19	29.05	27.30	30.62	33.54	29.54
Government (FHA/VA/RHS) - ARM	0.00	0.01	0.26	0.02	0.13	0.11
Prime (Conforming) - Fixed	63.88	62.60	64.95	62.16	59.10	62.57
Prime (Conforming) - ARM	1.41	2.64	1.51	0.75	0.71	1.28
Prime (Non-Conforming Jumbo) - Fixed	1.19	1.64	2.43	2.51	2.52	2.25
Prime (Non-Conforming Jumbo) - ARM	0.19	0.73	0.50	0.56	0.86	0.60
Other Fixed	6.19	0.10	0.12	0.96	0.75	1.02
Other ARM	0.10	0.04	0.05	0.23	0.02	0.10
Closed-End Second Mortgages	1.80	2.84	1.46	1.94	1.79	1.87
Funded HELOCs	0.02	0.20	0.41	0.12	0.15	0.22
Reverse	0.03	0.14	0.97	0.04	0.37	0.40
Other	0.00	0.00	0.05	0.06	0.06	0.04
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>						
Fixed Rate	98.23	96.48	97.66	98.40	98.23	97.87
ARM	1.77	3.52	2.34	1.60	1.77	2.13
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>						
Jumbo	5.75	2.51	3.28	3.34	4.46	3.67
Non-Jumbo	94.25	97.49	96.72	96.66	95.54	96.33
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>						
Retail/Consumer Direct	100.00	100.00	100.00	100.00	100.00	100.00
Broker Wholesale and Correspondent	0.00	0.00	0.00	0.00	0.00	0.00
Broker Wholesale	0.00	0.00	0.00	0.00	0.00	0.00
Correspondent	0.00	0.00	0.00	0.00	0.00	0.00
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>						
Purchase	68.98	71.08	68.60	72.80	71.47	70.68
Refinancing	31.02	28.92	31.40	27.20	28.53	29.32
Rate-Term	12.29	16.96	17.92	14.62	15.42	15.88
Cash-Out	17.64	11.33	12.40	11.94	13.07	12.75
Other / Unknown	1.09	0.63	1.07	0.63	0.04	0.68
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>						
Equals 600 or less	0.77	1.20	0.94	0.98	1.74	1.13
Greater than 600, less than or equal to 650	8.48	9.63	9.10	9.53	10.97	9.62
Greater than 650, less than or equal to 700	18.78	20.60	18.69	18.95	19.43	19.17
Greater than 700, less than or equal to 750	26.87	27.83	26.13	26.02	25.20	26.20
Greater than 750	45.09	40.74	45.13	44.53	42.67	43.87
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	734	729	734	732	728	731
<b>1st Mtg LTV Distribution</b>						
Equals 60% or less	13.55	10.54	10.48	10.97	9.40	10.68
Greater than 60%, less than or equal to 70%	8.13	7.86	7.59	7.26	6.70	7.41
Greater than 70%, less than or equal to 80%	28.13	25.24	27.87	25.40	24.10	26.11
Greater than 80%, less than or equal to 90%	11.38	13.33	14.53	14.37	14.06	13.94
Greater than 90%, less than or equal to 100%	37.93	41.99	37.67	39.94	44.03	40.19
Greater than 100%	0.88	1.04	1.86	2.06	1.71	1.68
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	74.14	82.60	78.50	82.06	84.01	80.79
<b>1st Mtg Production Sold by Investor Type</b>						
Originated for Portfolio	0.31	0.01	0.02	0.02	0.04	0.05
Originated for Sale to Others:	99.69	99.99	99.98	99.98	99.96	99.95
Sale to Fannie/Freddie/Ginnie	51.42	17.25	18.16	22.71	35.18	25.98
All Other Sale to Others	48.27	82.74	81.82	77.26	64.78	73.97
Total	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>						
Servicing Released	66.37	79.47	90.27	85.72	78.45	83.11
Servicing Retained	33.63	20.53	9.73	14.28	21.55	16.89
Total	100.00	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	15	22	50	44	35	166

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Retail and Consumer Direct Production Only Companies by Production \$

F5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	<200M	200-400M	400-1,000M	1,000-2,000M	>2,000M	Total
Avg. Total Loans Originated (\$000s)	106,191	298,007	659,356	1,385,983	4,907,264	1,649,725
Avg. Total Loans Originated (#)	453	1,284	2,581	5,372	18,290	6,269
Average Loan Balance	234,050	247,519	266,769	275,017	280,788	266,403
<b>Production Mix by Product Type</b>						
First Mortgages:	239,639	254,228	273,343	280,442	286,275	272,373
Government (FHA/VA/RHS) - Fixed	230,406	237,904	254,308	263,694	264,111	254,680
Government (FHA/VA/RHS) - ARM		374,000	296,166	343,309	338,788	332,108
Prime (Conforming) - Fixed	236,273	244,386	264,959	267,792	270,588	261,640
Prime (Conforming) - ARM	460,223	305,226	334,751	368,675	346,551	348,946
Prime (Non-Conforming Jumbo) - Fixed	720,434	702,743	693,505	709,264	733,173	709,532
Prime (Non-Conforming Jumbo) - ARM	865,089	822,330	791,029	797,374	796,198	800,922
Other Fixed	236,751	157,722	327,799	328,085	417,965	323,205
Other ARM	408,233	319,938	526,872	286,547	560,599	430,570
Closed-End Second Mortgages	16,596	29,991	41,952	27,236	29,227	31,795
Funded HELOCs	95,000	150,442	123,563	131,511	121,593	126,679
Reverse	223,000	194,637	218,623	219,479	243,614	224,541
Other		126,000	107,191	251,074	185,165	171,832
<b>1st Mtg Fixed Rate vs ARM</b>						
Fixed Rate	236,568	248,543	269,918	276,792	281,459	268,327
ARM	505,316	454,764	545,116	532,349	553,293	528,669
<b>1st Mtg Jumbo vs. Non-Jumbo</b>						
Jumbo	646,552	700,195	695,038	713,170	719,635	702,715
Non-Jumbo	230,171	243,900	260,779	266,439	269,119	259,035
<b>1st Mtg Production Channel Mix</b>						
Retail/Consumer Direct	239,639	254,104	273,343	280,442	286,275	272,356
Broker Wholesale and Correspondent						
Broker Wholesale						
Correspondent						
<b>1st Mtg Purchase vs Refi</b>						
Purchase	232,170	250,405	268,908	275,134	278,413	266,791
Refinancing	258,836	269,646	284,430	297,652	309,036	288,797
Rate-Term	294,653	293,173	300,720	315,510	324,819	308,353
Cash-Out	238,090	240,299	260,234	268,913	277,149	261,177
Other / Unknown	215,289	269,478	361,820	297,467	313,747	309,360
<b>1st Mtg FICO Score Distribution</b>						
Equals 600 or less	269,082	237,723	459,239	241,247	241,243	303,252
Greater than 600, less than or equal to 650	209,364	228,978	241,626	242,887	239,842	236,975
Greater than 650, less than or equal to 700	224,101	235,958	252,990	258,895	258,096	250,719
Greater than 700, less than or equal to 750	238,844	256,252	275,327	283,542	286,495	273,959
Greater than 750	250,110	267,544	286,363	294,903	303,862	286,441
<b>1st Mtg LTV Distribution</b>						
Equals 60% or less	189,562	205,820	222,543	223,740	233,226	219,836
Greater than 60%, less than or equal to 70%	240,936	257,382	281,316	291,470	297,761	280,550
Greater than 70%, less than or equal to 80%	249,716	265,233	292,338	302,275	309,606	291,058
Greater than 80%, less than or equal to 90%	269,525	281,528	298,689	306,748	308,909	298,004
Greater than 90%, less than or equal to 100%	243,733	249,108	265,204	270,723	267,799	263,112
Greater than 100%	227,415	223,853	244,705	247,225	242,850	241,273
<b>1st Mtg Production Sold by Investor Type</b>						
Originated for Portfolio	284,500	281,500	358,783	246,761	381,515	328,753
Originated for Sale to Others:	239,907	244,043	289,349	272,343	282,514	273,485
Sale to Fannie/Freddie/Ginnie	225,558	207,572	257,993	244,229	269,135	248,732
All Other Sale to Others	308,362	249,766	279,048	280,379	291,734	280,875
<b>1st Mtg Servicing Released vs Retained</b>						
Servicing Released	242,261	241,527	269,861	275,704	291,108	270,157
Servicing Retained	191,214	201,151	255,919	307,419	243,988	256,033
Number of Companies Reporting	15	22	50	44	35	166



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report Residential Loan Production - by Company Type

G1 - Net Loan Production Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	Bank/Thrift Subs	Independent Mtg Cos.	Other (3)	Total
<b>ORIGINATION-RELATED INCOME</b>				
Loan Origination Fees	924	1,206	1,353	1,190
Correspondent and Broker Fee Income (1)	374	68	26	97
Other Origination-Related Income (2)	332	484	701	488
<b>Total Origination-Related Income</b>	<b>1,631</b>	<b>1,758</b>	<b>2,080</b>	<b>1,775</b>
<b>NET INTEREST INCOME</b>				
Warehousing Income	487	565	645	564
Warehousing Expense	443	540	595	535
<b>Net Interest Income</b>	<b>44</b>	<b>25</b>	<b>50</b>	<b>29</b>
<b>SECONDARY MARKETING INCOME</b>				
Secondary Mktg Gains (Losses)	3,433	4,792	4,769	4,644
Capitalized Servicing/Svg Released Premiums	2,232	2,644	2,868	2,621
Repurchase Reserve Provision	(24)	(60)	(159)	(66)
<b>Net Secondary Marketing Income</b>	<b>5,640</b>	<b>7,376</b>	<b>7,477</b>	<b>7,200</b>
<b>Total Loan Production Revenue</b>	<b>7,315</b>	<b>9,159</b>	<b>9,608</b>	<b>9,004</b>
<b>EXPENSES</b>				
Personnel	4,267	5,233	4,861	5,094
Sales Personnel	1,937	2,563	2,188	2,460
Fulfillment Personnel	1,021	1,081	1,136	1,080
Production Support Employees	315	552	464	519
Management and Directors	310	443	388	423
Benefits	684	594	685	612
Occupancy and Equipment	323	437	345	416
Technology-Related Expenses	173	182	146	177
Other Direct Expenses	1,071	1,476	1,343	1,420
Outsourcing and Professional fees	208	254	292	253
Other Operating Expenses	863	1,222	1,051	1,167
<b>Direct Loan Production Expenses</b>	<b>5,833</b>	<b>7,328</b>	<b>6,695</b>	<b>7,107</b>
<b>Corporate Allocation</b>	<b>382</b>	<b>423</b>	<b>519</b>	<b>428</b>
<b>Total Loan Production Expense</b>	<b>6,215</b>	<b>7,751</b>	<b>7,214</b>	<b>7,535</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>1,099</b>	<b>1,408</b>	<b>2,394</b>	<b>1,470</b>
<b>MEMO ITEMS</b>				
<b>Originations Volume:</b>				
Avg. Total Loans Originated (\$000s)	1,362,969	2,688,966	4,678,747	2,737,971
Avg. Total Loans Originated (#)	5,439	10,322	16,691	10,411
Average Loan Balance (\$)	242,196	261,262	280,127	261,032
Avg. Pull-Through (Closings/Applications #)	75.07	72.55	74.14	72.97
<b>Average Days in Warehouse</b>	<b>19</b>	<b>17</b>	<b>18</b>	<b>18</b>
<b>Employees:</b>				
Total Production FTEs (excluding 0 reporters)	216	391	471	381
<b>Productivity</b>				
<b>Simple Avg.</b>				
Closings per Sales Employee per Mo.	6.8	5.4	7.0	5.7
Closings per Fulfillment Employee per Mo.	6.3	7.2	7.2	7.1
Closings per Prod Support Employee per Mo.	17.2	17.8	19.3	17.9
Closings per Total Prod. Employee per Mo.	2.6	2.2	2.5	2.3
<b>Weighted Avg.</b>				
Closings per Sales Employee per Mo.	4.7	4.9	7.0	5.1
Closings per Fulfillment Employee per Mo.	5.9	6.4	7.2	6.5
Closings per Prod Support Employee per Mo.	12.9	14.3	23.1	15.1
Closings per Total Prod. Employee per Mo.	2.2	2.2	3.0	2.3
<b>Median</b>				
Closings per Sales Employee per Mo.	5.4	4.5	7.2	4.6
Closings per Fulfillment Employee per Mo.	5.7	5.9	6.3	6.0
Closings per Prod Support Employee per Mo.	15.0	12.4	13.9	13.5
Closings per Total Prod. Employee per Mo.	2.4	1.9	2.3	2.1
<b>Number of Companies Reporting</b>	<b>29</b>	<b>216</b>	<b>26</b>	<b>271</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

(3) Other - Subsidiaries of other non-depository institutions; hedge funds or hedge fund subsidiaries; REITs

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report Residential Loan Production - by Company Type

G2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	Bank/Thrift Subs	Independent Mtg Cos.	Other (3)	Total
<b>ORIGINATION-RELATED INCOME</b>				
Loan Origination Fees	36.90	48.08	55.85	47.63
Correspondent and Broker Fee Income (1)	20.67	3.08	1.05	4.77
Other Origination-Related Income (2)	17.84	20.00	26.16	20.36
<b>Total Origination-Related Income</b>	<b>75.42</b>	<b>71.16</b>	<b>83.05</b>	<b>72.76</b>
<b>NET INTEREST INCOME</b>				
Warehousing Income	19.05	21.35	21.31	21.10
Warehousing Expense	16.68	20.54	19.58	20.04
<b>Net Interest Income</b>	<b>2.37</b>	<b>0.80</b>	<b>1.73</b>	<b>1.06</b>
<b>SECONDARY MARKETING INCOME</b>				
Secondary Mktg Gains (Losses)	147.65	188.87	180.58	183.66
Capitalized Servicing/Svg Released Premiums	88.60	102.28	103.59	100.94
Repurchase Reserve Provision	(0.91)	(2.26)	(5.24)	(2.40)
<b>Net Secondary Marketing Income</b>	<b>235.33</b>	<b>288.89</b>	<b>278.93</b>	<b>282.21</b>
<b>Total Loan Production Revenue</b>	<b>313.11</b>	<b>360.86</b>	<b>363.71</b>	<b>356.02</b>
<b>EXPENSES</b>				
Personnel	176.65	207.12	184.33	201.67
Sales Personnel	76.43	100.31	82.61	96.06
Fulfillment Personnel	42.75	43.34	43.06	43.25
Production Support Employees	15.33	21.78	16.92	20.62
Management and Directors	12.77	18.03	16.60	17.33
Benefits	29.36	23.66	25.14	24.41
Occupancy and Equipment	13.77	17.25	13.37	16.51
Technology-Related Expenses	8.39	7.30	5.50	7.25
Other Direct Expenses	46.86	58.07	51.67	56.26
Outsourcing and Professional fees	9.24	9.87	10.44	9.86
Other Operating Expenses	37.61	48.20	41.23	46.40
<b>Direct Loan Production Expenses</b>	<b>245.66</b>	<b>289.75</b>	<b>254.87</b>	<b>281.68</b>
<b>Corporate Allocation</b>	<b>17.40</b>	<b>16.31</b>	<b>20.17</b>	<b>16.80</b>
<b>Total Loan Production Expense</b>	<b>263.06</b>	<b>306.06</b>	<b>275.04</b>	<b>298.48</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>50.05</b>	<b>54.80</b>	<b>88.67</b>	<b>57.54</b>
<b>MEMO ITEMS</b>				
<b>Originations Volume:</b>				
Avg. Total Loans Originated (\$000s)	1,362,969	2,688,966	4,678,747	2,737,971
Avg. Total Loans Originated (#)	5,439	10,322	16,691	10,411
Average Loan Balance (\$)	242,196	261,262	280,127	261,032
Avg. Pull-Through (Closings/Applications #)	75.07	72.55	74.14	72.97
<b>Average Days in Warehouse</b>	<b>19</b>	<b>17</b>	<b>18</b>	<b>18</b>
<b>Employees:</b>				
Total Production FTEs (excluding 0 reporters)	216	391	471	381
<b>Productivity</b>				
<b>Simple Avg.</b>				
Closings per Sales Employee per Mo.	6.8	5.4	7.0	5.7
Closings per Fulfillment Employee per Mo.	6.3	7.2	7.2	7.1
Closings per Prod Support Employee per Mo.	17.2	17.8	19.3	17.9
Closings per Total Prod. Employee per Mo.	2.6	2.2	2.5	2.3
<b>Weighted Avg.</b>				
Closings per Sales Employee per Mo.	4.7	4.9	7.0	5.1
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Closings per Fulfillment Employee per Mo.	5.7	5.9	6.3	6.0
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Closings per Total Prod. Employee per Mo.	2.4	1.9	2.3	2.1
<b>Number of Companies Reporting</b>	<b>29</b>	<b>216</b>	<b>26</b>	<b>271</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

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# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Production - by Company Type  
G3 - Production Mix (\$), Simple Average

% BASED ON \$	Bank/Thrift Subs	Independent Mtg Cos.	Other	Total
Avg. Total Loans Originated (\$000s)	1,362,969	2,688,966	4,678,747	2,737,971
Avg. Total Loans Originated (#)	5,439	10,322	16,691	10,411
Average Loan Balance	242,196	261,262	280,127	261,032
<b>Production Mix by Product Type</b>				
First Mortgages:	99.88	99.25	99.81	99.37
Government (FHA/VA/RHS) - Fixed	21.11	32.38	27.82	30.74
Government (FHA/VA/RHS) - ARM	0.01	0.07	0.48	0.11
Prime (Conforming) - Fixed	64.24	59.65	59.24	60.10
Prime (Conforming) - ARM	1.81	0.96	3.42	1.29
Prime (Non-Conforming Jumbo) - Fixed	4.98	4.16	3.67	4.20
Prime (Non-Conforming Jumbo) - ARM	2.58	1.22	2.06	1.45
Other Fixed	4.84	0.42	1.61	1.01
Other ARM	0.31	0.39	1.51	0.49
Closed-End Second Mortgages	0.08	0.17	0.14	0.16
Funded HELOCs	0.00	0.11	0.02	0.09
Reverse	0.01	0.35	0.03	0.29
Other	0.02	0.12	0.00	0.10
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>				
Fixed Rate	95.29	97.33	92.52	96.65
ARM	4.71	2.67	7.48	3.35
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>				
Jumbo	8.20	6.91	9.84	7.33
Non-Jumbo	91.80	93.09	90.16	92.67
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>				
Retail/Consumer Direct	76.48	86.66	93.93	86.27
Broker Wholesale and Correspondent	23.52	13.34	6.07	13.73
Broker Wholesale	6.53	6.83	4.17	6.54
Correspondent	16.99	6.52	1.90	7.20
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>				
Purchase	66.04	65.52	67.06	65.72
Refinancing	33.96	34.48	32.94	34.28
Rate-Term	17.56	19.70	15.83	19.10
Cash-Out	14.74	13.74	15.87	14.05
Other / Unknown	1.65	1.05	1.25	1.13
Total	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>				
Equals 600 or less	0.49	1.65	2.13	1.57
Greater than 600, less than or equal to 650	6.56	9.92	8.47	9.43
Greater than 650, less than or equal to 700	16.69	19.14	17.32	18.71
Greater than 700, less than or equal to 750	27.26	26.38	25.70	26.41
Greater than 750	48.99	42.92	46.37	43.88
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>				
	737	725	728	726
<b>1st Mtg LTV Distribution</b>				
Equals 60% or less	9.89	8.76	10.74	9.07
Greater than 60%, less than or equal to 70%	8.04	7.87	8.54	7.95
Greater than 70%, less than or equal to 80%	30.26	26.66	28.89	27.25
Greater than 80%, less than or equal to 90%	14.36	14.91	15.42	14.90
Greater than 90%, less than or equal to 100%	34.95	39.93	35.21	38.96
Greater than 100%	2.49	1.88	1.21	1.87
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>				
	82.32	81.43	81.47	81.52
<b>1st Mtg Production Sold by Investor Type</b>				
Originated for Portfolio	0.08	0.06	0.01	0.06
Originated for Sale to Others:	99.92	99.94	99.99	99.94
Sale to Fannie/Freddie/Ginnie	46.40	30.66	34.49	32.70
All Other Sale to Others	53.52	69.28	65.50	67.24
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>				
Servicing Released	77.42	77.24	71.17	76.64
Servicing Retained	22.58	22.76	28.83	23.36
Total	100.00	100.00	100.00	100.00
Number of Companies Reporting	29	216	26	271



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report Residential Loan Production - by Company Type G4 - Production Mix (#), Simple Average

% BASED ON #	Bank/Thrift	Independent	Other	Total
	Subs	Mtg Cos.		
Avg. Total Loans Originated (\$000s)	1,362,969	2,688,966	4,678,747	2,737,971
Avg. Total Loans Originated (#)	5,439	10,322	16,691	10,411
Average Loan Balance	242,196	261,262	280,127	261,032
<b>Production Mix by Product Type</b>				
First Mortgages:	98.36	97.28	98.02	97.46
Government (FHA/VA/RHS) - Fixed	22.57	34.01	28.34	32.25
Government (FHA/VA/RHS) - ARM	0.01	0.08	0.49	0.11
Prime (Conforming) - Fixed	65.54	59.56	61.14	60.35
Prime (Conforming) - ARM	1.59	0.79	2.87	1.07
Prime (Non-Conforming Jumbo) - Fixed	2.42	1.79	1.72	1.85
Prime (Non-Conforming Jumbo) - ARM	1.44	0.44	0.83	0.58
Other Fixed	4.63	0.33	1.69	0.92
Other ARM	0.17	0.29	0.95	0.34
Closed-End Second Mortgages	1.60	1.91	1.76	1.86
Funded HELOCs	0.01	0.24	0.04	0.20
Reverse	0.01	0.44	0.03	0.36
Other	0.01	0.13	0.14	0.12
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>				
Fixed Rate	96.73	98.37	94.79	97.85
ARM	3.27	1.63	5.21	2.15
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>				
Jumbo	4.18	3.21	6.26	3.60
Non-Jumbo	95.82	96.79	93.74	96.40
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>				
Retail/Consumer Direct	76.29	86.95	94.62	86.54
Broker Wholesale and Correspondent	23.71	13.05	5.38	13.46
Broker Wholesale	6.74	6.54	3.58	6.28
Correspondent	16.97	6.51	1.80	7.18
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>				
Purchase	67.56	67.55	67.60	67.56
Refinancing	32.44	32.45	32.40	32.44
Rate-Term	15.78	17.58	15.39	17.18
Cash-Out	15.13	13.86	15.86	14.19
Other / Unknown	1.53	1.01	1.15	1.08
Total	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>				
Equals 600 or less	0.59	1.76	2.18	1.68
Greater than 600, less than or equal to 650	7.71	11.30	9.42	10.74
Greater than 650, less than or equal to 700	18.35	20.71	18.37	20.24
Greater than 700, less than or equal to 750	27.36	26.03	25.21	26.09
Greater than 750	46.00	40.20	44.83	41.24
Total	100.00	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	737	725	728	726
<b>1st Mtg LTV Distribution</b>				
Equals 60% or less	12.32	10.51	13.44	10.98
Greater than 60%, less than or equal to 70%	7.72	7.50	8.37	7.61
Greater than 70%, less than or equal to 80%	27.92	24.73	27.44	25.32
Greater than 80%, less than or equal to 90%	12.87	13.63	13.91	13.58
Greater than 90%, less than or equal to 100%	36.17	41.47	35.54	40.35
Greater than 100%	3.01	2.16	1.31	2.17
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	82.32	81.43	81.47	81.52
<b>1st Mtg Production Sold by Investor Type</b>				
Originated for Portfolio	0.08	0.06	0.01	0.05
Originated for Sale to Others:	99.92	99.94	99.99	99.95
Sale to Fannie/Freddie/Ginnie	47.99	31.61	35.66	33.75
All Other Sale to Others	51.93	68.33	64.33	66.20
Total	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>				
Servicing Released	76.08	77.38	71.24	76.63
Servicing Retained	23.92	22.62	28.76	23.37
Total	100.00	100.00	100.00	100.00
Number of Companies Reporting	29	216	26	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Production - by Company Type  
G5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	Bank/Thrift Subs	Independent Mtg Cos.	Other	Total
Avg. Total Loans Originated (\$000s)	1,362,969	2,688,966	4,678,747	2,737,971
Avg. Total Loans Originated (#)	5,439	10,322	16,691	10,411
Average Loan Balance	242,196	261,262	280,127	261,032
<b>Production Mix by Product Type</b>				
First Mortgages:	245,878	267,077	285,059	266,533
Government (FHA/VA/RHS) - Fixed	217,825	246,815	265,494	245,807
Government (FHA/VA/RHS) - ARM	225,009	319,414	330,362	317,098
Prime (Conforming) - Fixed	230,534	260,721	268,595	258,331
Prime (Conforming) - ARM	333,043	355,259	345,959	352,423
Prime (Non-Conforming Jumbo) - Fixed	695,552	721,828	690,514	716,396
Prime (Non-Conforming Jumbo) - ARM	732,479	835,403	781,415	821,439
Other Fixed	331,024	346,343	356,884	346,378
Other ARM	268,905	452,175	493,600	453,228
Closed-End Second Mortgages	31,467	32,197	26,852	31,579
Funded HELOCs	104,083	122,961	163,687	125,247
Reverse	199,310	214,971	240,139	215,714
Other	425,075	197,939	8,005	190,666
<b>1st Mtg Fixed Rate vs ARM</b>				
Fixed Rate	239,962	263,726	275,854	262,347
ARM	482,331	536,913	477,693	526,190
<b>1st Mtg Jumbo vs. Non-Jumbo</b>				
Jumbo	666,989	731,643	654,549	718,143
Non-Jumbo	227,836	255,006	270,525	253,588
<b>1st Mtg Production Channel Mix</b>				
Retail/Consumer Direct	256,086	264,331	282,119	265,264
Broker Wholesale and Correspondent	199,372	267,670	432,635	267,720
Broker Wholesale	210,194	267,639	435,778	271,781
Correspondent	173,414	274,013	447,868	269,759
<b>1st Mtg Purchase vs Refi</b>				
Purchase	243,500	259,859	285,435	260,562
Refinancing	259,220	285,428	299,217	283,890
Rate-Term	279,066	303,145	312,202	301,282
Cash-Out	231,995	262,264	276,124	260,347
Other / Unknown	270,708	276,884	618,754	304,904
<b>1st Mtg FICO Score Distribution</b>				
Equals 600 or less	198,381	281,531	238,421	270,639
Greater than 600, less than or equal to 650	194,001	231,699	249,593	229,513
Greater than 650, less than or equal to 700	221,573	245,817	266,483	245,293
Greater than 700, less than or equal to 750	242,156	270,820	290,218	269,715
Greater than 750	256,867	285,481	295,173	283,447
<b>1st Mtg LTV Distribution</b>				
Equals 60% or less	195,908	223,386	221,612	220,366
Greater than 60%, less than or equal to 70%	253,634	279,954	291,168	278,305
Greater than 70%, less than or equal to 80%	263,414	288,325	301,069	286,969
Greater than 80%, less than or equal to 90%	274,507	291,663	313,699	292,006
Greater than 90%, less than or equal to 100%	229,577	256,231	279,603	255,717
Greater than 100%	183,109	237,751	232,405	231,873
<b>1st Mtg Production Sold by Investor Type</b>				
Originated for Portfolio	503,083	255,630	348,167	302,970
Originated for Sale to Others:	270,429	264,836	276,662	266,562
Sale to Fannie/Freddie/Ginnie	245,778	243,414	255,064	244,868
All Other Sale to Others	266,014	274,737	284,684	274,930
<b>1st Mtg Servicing Released vs Retained</b>				
Servicing Released	238,275	270,369	282,521	268,589
Servicing Retained	215,180	267,415	318,000	268,129
Number of Companies Reporting	29	216	26	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - By Average Loan Balance

H1 - Net Loan Production Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	<175,000	175,000-225,000	225,000-275,000	>275,000	Total
<b>ORIGINATION-RELATED INCOME</b>					
Loan Origination Fees	852	1,295	1,015	1,340	1,190
Correspondent and Broker Fee Income (1)	411	135	61	47	97
Other Origination-Related Income (2)	828	390	529	455	488
<b>Total Origination-Related Income</b>	<b>2,092</b>	<b>1,820</b>	<b>1,605</b>	<b>1,842</b>	<b>1,775</b>
<b>NET INTEREST INCOME</b>					
Warehousing Income	217	410	539	751	564
Warehousing Expense	157	401	539	688	535
<b>Net Interest Income</b>	<b>60</b>	<b>9</b>	<b>(0)</b>	<b>63</b>	<b>29</b>
<b>SECONDARY MARKETING INCOME</b>					
Secondary Mktg Gains (Losses)	2,962	3,925	5,131	4,986	4,644
Capitalized Servicing/Svg Released Premiums	1,045	2,246	2,636	3,141	2,621
Repurchase Reserve Provision	(19)	(35)	(59)	(102)	(66)
<b>Net Secondary Marketing Income</b>	<b>3,987</b>	<b>6,136</b>	<b>7,708</b>	<b>8,025</b>	<b>7,200</b>
<b>Total Loan Production Revenue</b>	<b>6,139</b>	<b>7,965</b>	<b>9,313</b>	<b>9,930</b>	<b>9,004</b>
<b>EXPENSES</b>					
Personnel	3,223	4,720	5,442	5,366	5,094
Sales Personnel	1,190	2,180	2,589	2,758	2,460
Fulfillment Personnel	775	1,045	1,189	1,061	1,080
Production Support Employees	402	481	543	543	519
Management and Directors	340	479	480	351	423
Benefits	516	535	641	653	612
Occupancy and Equipment	274	368	440	452	416
Technology-Related Expenses	194	177	182	171	177
Other Direct Expenses	1,128	1,204	1,441	1,596	1,420
Outsourcing and Professional fees	191	232	198	327	253
Other Operating Expenses	937	972	1,243	1,268	1,167
<b>Direct Loan Production Expenses</b>	<b>4,819</b>	<b>6,468</b>	<b>7,505</b>	<b>7,585</b>	<b>7,107</b>
<b>Corporate Allocation</b>	<b>297</b>	<b>315</b>	<b>480</b>	<b>478</b>	<b>428</b>
<b>Total Loan Production Expense</b>	<b>5,116</b>	<b>6,784</b>	<b>7,985</b>	<b>8,063</b>	<b>7,535</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>1,023</b>	<b>1,182</b>	<b>1,328</b>	<b>1,867</b>	<b>1,470</b>
<b>MEMO ITEMS</b>					
<b>Originations Volume:</b>					
Avg. Total Loans Originated (\$000s)	600,730	1,040,970	3,677,639	3,396,002	2,737,971
Avg. Total Loans Originated (#)	3,899	5,064	14,800	11,159	10,411
Average Loan Balance (\$)	149,887	204,861	248,541	329,349	261,032
Avg. Pull-Through (Closings/Applications #)	67.93	75.39	72.41	72.38	72.97
<b>Average Days in Warehouse</b>	<b>13</b>	<b>18</b>	<b>18</b>	<b>18</b>	<b>18</b>
<b>Employees:</b>					
Total Production FTEs (excluding 0 reporters)	150	206	564	365	381
<b>Productivity</b>					
<b>Simple Avg.</b>					
Closings per Sales Employee per Mo.	6.3	5.9	5.1	6.0	5.7
Closings per Fulfillment Employee per Mo.	6.0	6.7	6.9	7.7	7.1
Closings per Prod Support Employee per Mo.	18.4	18.6	17.4	17.7	17.9
Closings per Total Prod. Employee per Mo.	2.5	2.3	2.1	2.4	2.3
<b>Weighted Avg.</b>					
Closings per Sales Employee per Mo.	4.5	4.5	4.7	5.9	5.1
Closings per Fulfillment Employee per Mo.	6.7	6.0	6.1	7.2	6.5
Closings per Prod Support Employee per Mo.	17.8	12.1	14.3	17.4	15.1
Closings per Total Prod. Employee per Mo.	2.5	2.1	2.2	2.6	2.3
<b>Median</b>					
Closings per Sales Employee per Mo.	6.2	4.6	4.0	5.6	4.6
Closings per Fulfillment Employee per Mo.	5.4	5.4	5.9	6.5	6.0
Closings per Prod Support Employee per Mo.	19.1	14.5	12.5	12.4	13.5
Closings per Total Prod. Employee per Mo.	2.3	2.0	1.9	2.2	2.1
<b>Number of Companies Reporting</b>	<b>18</b>	<b>65</b>	<b>89</b>	<b>99</b>	<b>271</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - By Average Loan Balance

H2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	<175,000	175,000-225,000	225,000-275,000	>275,000	Total
<b>ORIGINATION-RELATED INCOME</b>					
Loan Origination Fees	59.60	62.76	40.67	41.76	47.63
Correspondent and Broker Fee Income (1)	28.63	6.43	2.51	1.37	4.77
Other Origination-Related Income (2)	52.78	19.16	21.30	14.42	20.36
<b>Total Origination-Related Income</b>	141.01	88.35	64.47	57.55	72.76
<b>NET INTEREST INCOME</b>					
Warehousing Income	14.32	19.97	21.67	22.56	21.10
Warehousing Expense	10.48	19.48	21.69	20.66	20.04
<b>Net Interest Income</b>	3.85	0.49	(0.02)	1.90	1.06
<b>SECONDARY MARKETING INCOME</b>					
Secondary Mktg Gains (Losses)	198.65	189.60	207.54	155.57	183.66
Capitalized Servicing/Svg Released Premiums	70.23	110.44	105.74	95.98	100.94
Repurchase Reserve Provision	(1.24)	(1.70)	(2.36)	(3.11)	(2.40)
<b>Net Secondary Marketing Income</b>	267.64	298.34	310.93	248.44	282.21
<b>Total Loan Production Revenue</b>	412.50	387.18	375.38	307.89	356.02
<b>EXPENSES</b>					
Personnel	212.16	228.26	219.23	166.52	201.67
Sales Personnel	77.19	105.53	104.24	85.91	96.06
Fulfillment Personnel	50.06	50.57	47.84	33.07	43.25
Production Support Employees	26.76	23.41	21.95	16.48	20.62
Management and Directors	23.40	22.75	19.42	10.78	17.33
Benefits	34.75	26.00	25.77	20.28	24.41
Occupancy and Equipment	18.27	17.79	17.79	14.19	16.51
Technology-Related Expenses	13.15	8.56	7.32	5.24	7.25
Other Direct Expenses	74.84	58.58	58.53	49.31	56.26
Outsourcing and Professional fees	12.31	11.24	8.09	10.09	9.86
Other Operating Expenses	62.53	47.33	50.44	39.23	46.40
<b>Direct Loan Production Expenses</b>	318.42	313.18	302.88	235.26	281.68
<b>Corporate Allocation</b>	19.96	15.52	19.43	14.70	16.80
<b>Total Loan Production Expense</b>	338.39	328.70	322.31	249.96	298.48
<b>TOTAL NET PRODUCTION INCOME</b>	74.11	58.48	53.07	57.93	57.54
<b>MEMO ITEMS</b>					
<b>Originations Volume:</b>					
Avg. Total Loans Originated (\$000s)	600,730	1,040,970	3,677,639	3,396,002	2,737,971
Avg. Total Loans Originated (#)	3,899	5,064	14,800	11,159	10,411
Average Loan Balance (\$)	149,887	204,861	248,541	329,349	261,032
Avg. Pull-Through (Closings/Applications #)	67.93	75.39	72.41	72.38	72.97
<b>Average Days in Warehouse</b>	13	18	18	18	18
<b>Employees:</b>					
Total Production FTEs (excluding 0 reporters)	150	206	564	365	381
<b>Productivity</b>					
<b>Simple Avg.</b>					
Closings per Sales Employee per Mo.	6.3	5.9	5.1	6.0	5.7
Closings per Fulfillment Employee per Mo.	6.0	6.7	6.9	7.7	7.1
Closings per Prod Support Employee per Mo.	18.4	18.6	17.4	17.7	17.9
Closings per Total Prod. Employee per Mo.	2.5	2.3	2.1	2.4	2.3
<b>Weighted Avg.</b>					
Closings per Sales Employee per Mo.	4.5	4.5	4.7	5.9	5.1
Closings per Fulfillment Employee per Mo.	6.7	6.0	6.1	7.2	6.5
Closings per Prod Support Employee per Mo.	17.8	12.1	14.3	17.4	15.1
Closings per Total Prod. Employee per Mo.	2.5	2.1	2.2	2.6	2.3
<b>Median</b>					
Closings per Sales Employee per Mo.	6.2	4.6	4.0	5.6	4.6
Closings per Fulfillment Employee per Mo.	5.4	5.4	5.9	6.5	6.0
Closings per Prod Support Employee per Mo.	19.1	14.5	12.5	12.4	13.5
Closings per Total Prod. Employee per Mo.	2.3	2.0	1.9	2.2	2.1
<b>Number of Companies Reporting</b>	18	65	89	99	271

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

**Annual Mortgage Bankers Performance Report**  
**Residential Loan Production - By Average Loan Balance**  
H3 - Production Mix (\$), Simple Average

PERCENT BASED ON \$	<175,000	175,000-225,000	225,000-275,000	>275,000	Total
Avg. Total Loans Originated (\$000s)	600,730	1,040,970	3,677,639	3,396,002	2,737,971
Avg. Total Loans Originated (#)	3,899	5,064	14,800	11,159	10,411
Average Loan Balance	149,887	204,861	248,541	329,349	261,032
<b>Production Mix by Product Type</b>					
First Mortgages:	99.19	99.76	99.21	99.30	99.37
Government (FHA/VA/RHS) - Fixed	25.07	37.55	34.76	23.67	30.74
Government (FHA/VA/RHS) - ARM	0.00	0.17	0.04	0.14	0.11
Prime (Conforming) - Fixed	66.66	57.64	58.88	61.63	60.10
Prime (Conforming) - ARM	0.21	1.39	0.81	1.84	1.29
Prime (Non-Conforming Jumbo) - Fixed	0.53	2.02	3.40	7.01	4.20
Prime (Non-Conforming Jumbo) - ARM	0.10	0.85	1.00	2.49	1.45
Other Fixed	6.11	0.10	0.24	1.37	1.01
Other ARM	0.51	0.03	0.09	1.14	0.49
Closed-End Second Mortgages	0.12	0.08	0.12	0.25	0.16
Funded HELOCs	0.00	0.07	0.06	0.14	0.09
Reverse	0.69	0.07	0.34	0.31	0.29
Other	0.00	0.02	0.28	0.01	0.10
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	99.19	97.54	98.04	94.36	96.65
ARM	0.81	2.46	1.96	5.64	3.35
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	0.86	4.49	5.77	11.77	7.33
Non-Jumbo	99.14	95.51	94.23	88.23	92.67
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	65.75	86.22	89.48	87.14	86.27
Broker Wholesale and Correspondent	34.25	13.78	10.52	12.86	13.73
Broker Wholesale	9.28	5.12	5.51	7.90	6.54
Correspondent	24.98	8.66	5.01	4.96	7.20
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>					
Purchase	63.24	71.29	65.43	62.78	65.72
Refinancing	36.76	28.71	34.57	37.22	34.28
Rate-Term	16.24	16.57	18.27	22.02	19.10
Cash-Out	18.13	11.40	15.21	14.00	14.05
Other / Unknown	2.39	0.75	1.09	1.20	1.13
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	1.21	1.85	2.26	0.83	1.57
Greater than 600, less than or equal to 650	9.99	11.36	11.00	6.63	9.43
Greater than 650, less than or equal to 700	21.51	20.72	19.93	15.74	18.71
Greater than 700, less than or equal to 750	27.83	25.68	26.09	26.92	26.41
Greater than 750	39.45	40.39	40.72	49.88	43.88
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>	722	720	722	736	726
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	10.18	5.91	8.10	11.84	9.07
Greater than 60%, less than or equal to 70%	8.12	5.81	7.37	9.86	7.95
Greater than 70%, less than or equal to 80%	27.25	23.63	25.98	30.81	27.25
Greater than 80%, less than or equal to 90%	13.60	14.96	14.38	15.58	14.90
Greater than 90%, less than or equal to 100%	36.72	47.50	42.36	30.62	38.96
Greater than 100%	4.13	2.20	1.81	1.30	1.87
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	82.07	84.78	82.05	78.81	81.52
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	0.06	0.02	0.10	0.05	0.06
Originated for Sale to Others:	99.94	99.98	99.90	99.95	99.94
Sale to Fannie/Freddie/Ginnie	53.71	37.24	29.24	28.93	32.70
All Other Sale to Others	46.23	62.74	70.66	71.02	67.24
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	41.97	74.13	81.64	78.71	76.64
Servicing Retained	58.03	25.87	18.36	21.29	23.36
Total	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	18	65	89	99	271



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report Residential Loan Production - By Average Loan Balance H4 - Production Mix (#), Simple Average

PERCENT BASED ON #	<175,000	175,000-225,000	225,000-275,000	>275,000	Total
Avg. Total Loans Originated (\$000s)	600,730	1,040,970	3,677,639	3,396,002	2,737,971
Avg. Total Loans Originated (#)	3,899	5,064	14,800	11,159	10,411
Average Loan Balance	149,887	204,861	248,541	329,349	261,032
<b>Production Mix by Product Type</b>					
First Mortgages:	98.62	97.95	96.57	97.74	97.46
Government (FHA/VA/RHS) - Fixed	27.18	39.82	36.08	24.75	32.25
Government (FHA/VA/RHS) - ARM	0.00	0.18	0.04	0.14	0.11
Prime (Conforming) - Fixed	64.69	55.84	57.99	64.64	60.35
Prime (Conforming) - ARM	0.17	1.06	0.63	1.64	1.07
Prime (Non-Conforming Jumbo) - Fixed	0.15	0.67	1.25	3.47	1.85
Prime (Non-Conforming Jumbo) - ARM	0.02	0.23	0.32	1.15	0.58
Other Fixed	6.12	0.12	0.20	1.14	0.92
Other ARM	0.28	0.03	0.06	0.81	0.34
Closed-End Second Mortgages	0.90	1.75	2.62	1.42	1.86
Funded HELOCs	0.00	0.19	0.13	0.31	0.20
Reverse	0.47	0.08	0.37	0.50	0.36
Other	0.00	0.03	0.30	0.03	0.12
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	99.52	98.47	98.91	96.20	97.85
ARM	0.48	1.53	1.09	3.80	2.15
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	0.27	2.30	2.42	6.14	3.60
Non-Jumbo	99.73	97.70	97.58	93.86	96.40
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	65.60	86.24	89.94	87.50	86.54
Broker Wholesale and Correspondent	34.40	13.76	10.06	12.50	13.46
Broker Wholesale	9.31	5.11	5.13	7.53	6.28
Correspondent	25.09	8.65	4.93	4.98	7.18
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>					
Purchase	64.64	73.65	67.54	64.11	67.56
Refinancing	35.36	26.35	32.46	35.89	32.44
Rate-Term	14.83	14.49	16.11	20.34	17.18
Cash-Out	18.31	11.17	15.35	14.36	14.19
Other / Unknown	2.22	0.70	1.00	1.18	1.08
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	1.32	1.92	2.32	1.01	1.68
Greater than 600, less than or equal to 650	11.15	12.86	12.47	7.70	10.74
Greater than 650, less than or equal to 700	23.15	22.60	21.43	17.06	20.24
Greater than 700, less than or equal to 750	27.85	25.56	25.62	26.56	26.09
Greater than 750	36.53	37.08	38.16	47.68	41.24
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	722	720	722	736	726
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	12.59	7.25	9.70	14.32	10.98
Greater than 60%, less than or equal to 70%	8.10	5.63	7.05	9.34	7.61
Greater than 70%, less than or equal to 80%	25.32	22.03	24.13	28.58	25.32
Greater than 80%, less than or equal to 90%	11.98	13.39	13.05	14.47	13.58
Greater than 90%, less than or equal to 100%	37.03	49.06	43.97	31.88	40.35
Greater than 100%	4.99	2.63	2.10	1.41	2.17
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	82.07	84.78	82.05	78.81	81.52
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	0.10	0.02	0.07	0.06	0.05
Originated for Sale to Others:	99.90	99.98	99.93	99.94	99.95
Sale to Fannie/Freddie/Ginnie	54.91	37.97	30.21	30.23	33.75
All Other Sale to Others	44.99	62.01	69.72	69.72	66.20
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	42.11	73.21	81.14	79.85	76.63
Servicing Retained	57.89	26.79	18.86	20.15	23.37
Total	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	18	65	89	99	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - By Average Loan Balance

H5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	<175,000	175,000-225,000	225,000-275,000	>275,000	Total
Avg. Total Loans Originated (\$000s)	600,730	1,040,970	3,677,639	3,396,002	2,737,971
Avg. Total Loans Originated (#)	3,899	5,064	14,800	11,159	10,411
Average Loan Balance	149,887	204,861	248,541	329,349	261,032
<b>Production Mix by Product Type</b>					
First Mortgages:	150,858	208,903	255,863	334,995	266,533
Government (FHA/VA/RHS) - Fixed	136,333	191,185	238,613	308,772	245,807
Government (FHA/VA/RHS) - ARM	120,000	202,522	279,540	393,071	317,098
Prime (Conforming) - Fixed	154,149	212,080	253,702	311,237	258,331
Prime (Conforming) - ARM	242,654	286,954	335,791	413,092	352,423
Prime (Non-Conforming Jumbo) - Fixed	608,749	676,128	722,033	744,417	716,396
Prime (Non-Conforming Jumbo) - ARM	603,688	781,888	820,666	858,000	821,439
Other Fixed	220,994	281,903	342,062	387,616	346,378
Other ARM	431,725	268,233	437,236	498,343	453,228
Closed-End Second Mortgages	26,777	23,407	22,382	46,419	31,579
Funded HELOCs		78,010	115,635	143,666	125,247
Reverse	143,356	181,871	224,664	235,870	215,714
Other		105,918	235,562	174,019	190,666
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	150,317	206,768	253,521	327,141	262,347
ARM	379,565	446,110	519,269	590,075	526,190
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	601,955	636,233	748,327	749,702	718,143
Non-Jumbo	149,865	204,119	247,024	310,827	253,588
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	157,643	209,140	253,352	330,445	265,264
Broker Wholesale and Correspondent	138,819	194,989	261,872	382,038	267,720
Broker Wholesale	148,688	190,946	271,664	371,001	271,781
Correspondent	138,451	201,803	260,060	381,249	269,759
<b>1st Mtg Purchase vs Refi</b>					
Purchase	147,989	203,181	248,333	329,699	260,562
Refinancing	159,414	231,472	276,342	348,373	283,890
Rate-Term	172,103	249,293	293,021	366,988	301,282
Cash-Out	147,145	213,286	252,925	319,437	260,347
Other / Unknown	157,331	264,549	276,084	386,940	304,904
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	139,178	187,641	341,071	280,077	270,639
Greater than 600, less than or equal to 650	132,235	181,525	222,679	285,415	229,513
Greater than 650, less than or equal to 700	139,534	190,804	236,848	308,527	245,293
Greater than 700, less than or equal to 750	150,984	210,041	260,725	339,267	269,715
Greater than 750	163,414	227,085	273,845	351,596	283,447
<b>1st Mtg LTV Distribution</b>					
Equals 60% of less	120,839	171,355	214,207	276,747	220,366
Greater than 60%, less than or equal to 70%	151,492	214,995	268,551	352,446	278,305
Greater than 70%, less than or equal to 80%	162,149	223,645	275,808	362,031	286,969
Greater than 80%, less than or equal to 90%	172,346	233,196	282,391	361,722	292,006
Greater than 90%, less than or equal to 100%	150,224	202,221	247,350	318,174	255,717
Greater than 100%	123,324	177,627	219,524	304,788	231,873
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	79,500	285,558	337,499	289,164	302,970
Originated for Sale to Others:	150,204	217,055	249,971	336,112	266,562
Sale to Fannie/Freddie/Ginnie	139,561	208,374	229,691	303,922	244,868
All Other Sale to Others	157,636	207,619	260,927	346,978	274,930
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	141,427	214,160	252,554	334,572	268,589
Servicing Retained	151,348	202,205	268,595	327,116	268,129
Number of Companies Reporting	18	65	89	99	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Independent Mortgage Companies by Production \$

I1 - Net Loan Production Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	<200M	200-400M	400-1,000M	>1,000M	Total (Indep. Only)
<b>ORIGINATION-RELATED INCOME</b>					
Loan Origination Fees	1,290	1,550	1,082	1,194	1,206
Correspondent and Broker Fee Income (1)	34	146	45	71	68
Other Origination-Related Income (2)	709	426	561	421	484
<b>Total Origination-Related Income</b>	<b>2,033</b>	<b>2,122</b>	<b>1,688</b>	<b>1,686</b>	<b>1,758</b>
<b>NET INTEREST INCOME</b>					
Warehousing Income	471	459	516	624	565
Warehousing Expense	392	463	475	611	540
<b>Net Interest Income</b>	<b>79</b>	<b>(5)</b>	<b>41</b>	<b>14</b>	<b>25</b>
<b>SECONDARY MARKETING INCOME</b>					
Secondary Mktg Gains (Losses)	3,496	4,182	4,962	5,008	4,792
Capitalized Servicing/Svg Released Premiums	2,496	2,451	2,696	2,675	2,644
Repurchase Reserve Provision	(3)	(26)	(45)	(84)	(60)
<b>Net Secondary Marketing Income</b>	<b>5,988</b>	<b>6,607</b>	<b>7,614</b>	<b>7,600</b>	<b>7,376</b>
<b>Total Loan Production Revenue</b>	<b>8,101</b>	<b>8,724</b>	<b>9,342</b>	<b>9,299</b>	<b>9,159</b>
<b>EXPENSES</b>					
Personnel	4,758	4,979	5,264	5,334	5,233
Sales Personnel	1,906	2,354	2,593	2,683	2,563
Fulfillment Personnel	1,121	1,080	1,144	1,043	1,081
Production Support Employees	461	599	516	576	552
Management and Directors	617	395	399	449	443
Benefits	652	551	612	583	594
Occupancy and Equipment	462	475	458	416	437
Technology-Related Expenses	205	194	179	178	182
Other Direct Expenses	1,555	1,511	1,585	1,401	1,476
Outsourcing and Professional fees	295	265	272	237	254
Other Operating Expenses	1,261	1,246	1,312	1,164	1,222
<b>Direct Loan Production Expenses</b>	<b>6,981</b>	<b>7,158</b>	<b>7,486</b>	<b>7,328</b>	<b>7,328</b>
<b>Corporate Allocation</b>	<b>414</b>	<b>483</b>	<b>354</b>	<b>449</b>	<b>423</b>
<b>Total Loan Production Expense</b>	<b>7,395</b>	<b>7,641</b>	<b>7,840</b>	<b>7,777</b>	<b>7,751</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>706</b>	<b>1,083</b>	<b>1,503</b>	<b>1,523</b>	<b>1,408</b>
<b>MEMO ITEMS</b>					
<b>Originations Volume:</b>					
Avg. Total Loans Originated (\$000s)	115,794	289,767	681,096	4,576,953	2,688,966
Avg. Total Loans Originated (#)	526	1,310	2,713	17,468	10,322
Average Loan Balance (\$)	224,621	236,656	266,585	268,500	261,262
Avg. Pull-Through (Closings/Applications #)	72.98	71.93	72.41	72.66	72.55
<b>Average Days in Warehouse</b>	<b>15</b>	<b>15</b>	<b>16</b>	<b>19</b>	<b>17</b>
<b>Employees:</b>					
Total Production FTEs (excluding 0 reporters)	28	65	123	642	391
<b>Productivity</b>					
<b>Simple Avg.</b>					
Closings per Sales Employee per Mo.	5.3	4.3	5.2	5.6	5.4
Closings per Fulfillment Employee per Mo.	5.1	6.5	7.6	7.3	7.2
Closings per Prod Support Employee per Mo.	9.4	12.9	16.3	20.5	17.8
Closings per Total Prod. Employee per Mo.	1.7	2.0	2.2	2.4	2.2
<b>Weighted Avg.</b>					
Closings per Sales Employee per Mo.	4.4	3.5	4.2	4.9	4.9
Closings per Fulfillment Employee per Mo.	4.5	5.5	5.5	6.5	6.4
Closings per Prod Support Employee per Mo.	6.5	9.0	9.9	15.0	14.3
Closings per Total Prod. Employee per Mo.	1.6	1.7	1.9	2.3	2.2
<b>Median</b>					
Closings per Sales Employee per Mo.	4.7	3.5	4.2	4.6	4.5
Closings per Fulfillment Employee per Mo.	4.8	5.2	5.6	6.2	5.9
Closings per Prod Support Employee per Mo.	7.6	9.0	12.8	16.0	12.4
Closings per Total Prod. Employee per Mo.	1.6	1.7	1.8	2.1	1.9
<b>Number of Companies Reporting</b>	<b>17</b>	<b>22</b>	<b>61</b>	<b>116</b>	<b>216</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Production - Independent Mortgage Companies by Production \$  
I2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	<200M	200-400M	400-1,000M	>1,000M	Total (Indep. Only)
<b>ORIGINATION-RELATED INCOME</b>					
Loan Origination Fees	58.28	67.83	42.44	45.80	48.08
Correspondent and Broker Fee Income (1)	2.09	8.89	1.83	2.78	3.08
Other Origination-Related Income (2)	33.58	18.97	22.03	17.14	20.00
<b>Total Origination-Related Income</b>	93.95	95.69	66.29	65.73	71.16
<b>NET INTEREST INCOME</b>					
Warehousing Income	20.58	19.19	19.12	23.04	21.35
Warehousing Expense	16.68	19.64	17.95	22.65	20.54
<b>Net Interest Income</b>	3.90	(0.45)	1.18	0.39	0.80
<b>SECONDARY MARKETING INCOME</b>					
Secondary Mktg Gains (Losses)	153.64	174.46	194.78	193.65	188.87
Capitalized Servicing/Svg Released Premiums	112.31	98.89	100.79	102.24	102.28
Repurchase Reserve Provision	(0.21)	(1.00)	(1.66)	(3.11)	(2.26)
<b>Net Secondary Marketing Income</b>	265.74	272.35	293.92	292.78	288.89
<b>Total Loan Production Revenue</b>	363.59	367.58	361.39	358.90	360.86
<b>EXPENSES</b>					
Personnel	212.01	208.30	206.89	206.30	207.12
Sales Personnel	80.42	95.94	101.50	103.43	100.31
Fulfillment Personnel	52.15	43.69	45.69	40.75	43.34
Production Support Employees	20.53	26.78	20.77	21.54	21.78
Management and Directors	29.76	17.59	15.26	17.85	18.03
Benefits	29.15	24.31	23.68	22.73	23.66
Occupancy and Equipment	19.49	20.76	17.62	16.07	17.25
Technology-Related Expenses	9.15	8.57	6.74	7.08	7.30
Other Direct Expenses	68.84	62.66	60.64	54.27	58.07
Outsourcing and Professional fees	12.46	11.30	10.32	8.98	9.87
Other Operating Expenses	56.38	51.36	50.32	45.29	48.20
<b>Direct Loan Production Expenses</b>	309.50	300.30	291.89	283.72	289.75
<b>Corporate Allocation</b>	20.84	19.78	11.44	17.55	16.31
<b>Total Loan Production Expense</b>	330.34	320.07	303.33	301.27	306.06
<b>TOTAL NET PRODUCTION INCOME</b>	33.25	47.51	58.06	57.63	54.80
<b>MEMO ITEMS</b>					
<b>Originations Volume:</b>					
Avg. Total Loans Originated (\$000s)	115,794	289,767	681,096	4,576,953	2,688,966
Avg. Total Loans Originated (#)	526	1,310	2,713	17,468	10,322
Average Loan Balance (\$)	224,621	236,656	266,585	268,500	261,262
Avg. Pull-Through (Closings/Applications #)	72.98	71.93	72.41	72.66	72.55
<b>Average Days in Warehouse</b>	15	15	16	19	17
<b>Employees:</b>					
Total Production FTEs (excluding 0 reporters)	28	65	123	642	391
<b>Productivity</b>					
<b>Simple Avg.</b>					
Closings per Sales Employee per Mo.	5.3	4.3	5.2	5.6	5.4
Closings per Fulfillment Employee per Mo.	5.1	6.5	7.6	7.3	7.2
Closings per Prod Support Employee per Mo.	9.4	12.9	16.3	20.5	17.8
Closings per Total Prod. Employee per Mo.	1.7	2.0	2.2	2.4	2.2
<b>Weighted Avg.</b>					
Closings per Sales Employee per Mo.	4.4	3.5	4.2	4.9	4.9
Closings per Fulfillment Employee per Mo.	4.5	5.5	5.5	6.5	6.4
Closings per Prod Support Employee per Mo.	6.5	9.0	9.9	15.0	14.3
Closings per Total Prod. Employee per Mo.	1.6	1.7	1.9	2.3	2.2
<b>Median</b>					
Closings per Sales Employee per Mo.	4.7	3.5	4.2	4.6	4.5
Closings per Fulfillment Employee per Mo.	4.8	5.2	5.6	6.2	5.9
Closings per Prod Support Employee per Mo.	7.6	9.0	12.8	16.0	12.4
Closings per Total Prod. Employee per Mo.	1.6	1.7	1.8	2.1	1.9
<b>Number of Companies Reporting</b>	17	22	61	116	216

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Independent Mortgage Companies by Production \$

I3 - Production Mix (\$), Simple Average

PERCENT BASED ON \$	<200M	200-400M	400-1,000M	>1,000M	Total (Indep. Only)
Avg. Total Loans Originated (\$000s)	115,794	289,767	681,096	4,576,953	2,688,966
Avg. Total Loans Originated (#)	526	1,310	2,713	17,468	10,322
Average Loan Balance	224,621	236,656	266,585	268,500	261,262
<b>Production Mix by Product Type</b>					
First Mortgages:	99.89	98.42	98.62	99.65	99.25
Government (FHA/VA/RHS) - Fixed	30.72	30.91	28.88	34.74	32.38
Government (FHA/VA/RHS) - ARM	0.04	0.01	0.18	0.03	0.07
Prime (Conforming) - Fixed	65.11	60.83	62.63	57.06	59.65
Prime (Conforming) - ARM	1.47	1.39	1.13	0.72	0.96
Prime (Non-Conforming Jumbo) - Fixed	1.67	3.42	4.48	4.49	4.16
Prime (Non-Conforming Jumbo) - ARM	0.75	1.63	1.17	1.24	1.22
Other Fixed	0.02	0.17	0.09	0.70	0.42
Other ARM	0.11	0.07	0.07	0.66	0.39
Closed-End Second Mortgages	0.08	0.13	0.33	0.10	0.17
Funded HELOCs	0.01	0.16	0.15	0.09	0.11
Reverse	0.02	1.27	0.51	0.15	0.35
Other	0.00	0.03	0.38	0.02	0.12
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	97.63	96.88	97.41	97.34	97.33
ARM	2.37	3.12	2.59	2.66	2.67
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	6.83	5.21	7.02	7.18	6.91
Non-Jumbo	93.17	94.79	92.98	92.82	93.09
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	86.36	87.86	90.48	84.46	86.66
Broker Wholesale and Correspondent	13.64	12.14	9.52	15.54	13.34
Broker Wholesale	10.53	2.15	3.36	8.99	6.83
Correspondent	3.11	9.99	6.16	6.55	6.52
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>					
Purchase	69.29	71.20	65.06	64.13	65.52
Refinancing	30.71	28.80	34.94	35.87	34.48
Rate-Term	14.85	16.64	20.98	20.31	19.70
Cash-Out	14.39	11.38	13.17	14.39	13.74
Other / Unknown	1.47	0.78	0.79	1.18	1.05
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	1.33	1.41	1.12	2.01	1.65
Greater than 600, less than or equal to 650	9.42	9.15	8.93	10.66	9.92
Greater than 650, less than or equal to 700	18.65	20.47	18.74	19.16	19.14
Greater than 700, less than or equal to 750	27.04	27.60	26.54	25.97	26.38
Greater than 750	43.56	41.38	44.68	42.20	42.92
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>	726	725	728	723	725
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	9.71	7.60	8.90	8.77	8.76
Greater than 60%, less than or equal to 70%	7.81	7.54	7.99	7.87	7.87
Greater than 70%, less than or equal to 80%	27.52	26.36	28.59	25.57	26.66
Greater than 80%, less than or equal to 90%	12.60	13.84	15.14	15.33	14.91
Greater than 90%, less than or equal to 100%	40.42	42.83	37.65	40.50	39.93
Greater than 100%	1.95	1.84	1.73	1.95	1.88
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	76.08	83.44	79.23	82.98	81.43
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	0.25	0.01	0.02	0.07	0.06
Originated for Sale to Others:	99.75	99.99	99.98	99.93	99.94
Sale to Fannie/Freddie/Ginnie	56.60	13.20	19.40	35.90	30.66
All Other Sale to Others	43.15	86.79	80.58	64.03	69.28
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	62.14	85.78	89.28	72.09	77.24
Servicing Retained	37.86	14.22	10.72	27.91	22.76
Total	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	17	22	61	116	216



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Independent Mortgage Companies by Production \$

I4 - Production Mix (#), Simple Average

PERCENT BASED ON #	<200M	200-400M	400-1,000M	>1,000M	Total (Indep. Only)
Avg. Total Loans Originated (\$000s)	115,794	289,767	681,096	4,576,953	2,688,966
Avg. Total Loans Originated (#)	526	1,310	2,713	17,468	10,322
Average Loan Balance	224,621	236,656	266,585	268,500	261,262
<b>Production Mix by Product Type</b>					
First Mortgages:	98.08	96.45	96.83	97.55	97.28
Government (FHA/VA/RHS) - Fixed	31.25	31.89	30.68	36.57	34.01
Government (FHA/VA/RHS) - ARM	0.03	0.01	0.19	0.03	0.08
Prime (Conforming) - Fixed	64.92	61.19	62.28	57.03	59.56
Prime (Conforming) - ARM	1.06	1.22	1.00	0.55	0.79
Prime (Non-Conforming Jumbo) - Fixed	0.52	1.40	2.12	1.87	1.79
Prime (Non-Conforming Jumbo) - ARM	0.18	0.49	0.42	0.47	0.44
Other Fixed	0.02	0.19	0.08	0.53	0.33
Other ARM	0.09	0.04	0.05	0.49	0.29
Closed-End Second Mortgages	1.88	2.35	1.56	2.01	1.91
Funded HELOCs	0.02	0.22	0.36	0.22	0.24
Reverse	0.03	0.96	0.84	0.20	0.44
Other	0.00	0.02	0.40	0.02	0.13
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	98.58	98.14	98.29	98.42	98.37
ARM	1.42	1.86	1.71	1.58	1.63
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	4.52	2.04	3.30	3.19	3.21
Non-Jumbo	95.48	97.96	96.70	96.81	96.79
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	86.29	87.72	90.60	84.98	86.95
Broker Wholesale and Correspondent	13.71	12.28	9.40	15.02	13.05
Broker Wholesale	10.53	2.14	3.19	8.55	6.54
Correspondent	3.18	10.14	6.21	6.47	6.51
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>					
Purchase	71.83	72.72	66.92	66.28	67.55
Refinancing	28.17	27.28	33.08	33.72	32.45
Rate-Term	11.77	14.99	19.14	18.11	17.58
Cash-Out	14.82	11.64	13.17	14.50	13.86
Other / Unknown	1.59	0.64	0.77	1.11	1.01
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	1.29	1.48	1.04	2.26	1.76
Greater than 600, less than or equal to 650	10.25	10.08	10.21	12.25	11.30
Greater than 650, less than or equal to 700	20.00	21.79	20.40	20.77	20.71
Greater than 700, less than or equal to 750	27.01	27.35	26.25	25.53	26.03
Greater than 750	41.45	39.29	42.10	39.18	40.20
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	726	725	728	723	725
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	11.96	9.35	10.90	10.31	10.51
Greater than 60%, less than or equal to 70%	7.72	7.44	7.66	7.41	7.50
Greater than 70%, less than or equal to 80%	26.22	25.21	26.42	23.52	24.73
Greater than 80%, less than or equal to 90%	11.05	12.43	13.86	14.11	13.63
Greater than 90%, less than or equal to 100%	40.84	43.41	39.17	42.39	41.47
Greater than 100%	2.20	2.16	1.99	2.25	2.16
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	76.08	83.44	79.23	82.98	81.43
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	0.27	0.01	0.02	0.05	0.06
Originated for Sale to Others:	99.73	99.99	99.98	99.95	99.94
Sale to Fannie/Freddie/Ginnie	57.90	14.47	20.01	36.93	31.61
All Other Sale to Others	41.83	85.52	79.97	63.01	68.33
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	62.06	85.64	88.74	72.13	77.38
Servicing Retained	37.94	14.36	11.26	27.87	22.62
Total	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	17	22	61	116	216

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Independent Mortgage Companies by Production \$

I5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	<200M	200-400M	400-1,000M	>1,000M	Total (Indep. Only)
Avg. Total Loans Originated (\$000s)	115,794	289,767	681,096	4,576,953	2,688,966
Avg. Total Loans Originated (#)	526	1,310	2,713	17,468	10,322
Average Loan Balance	224,621	236,656	266,585	268,500	261,262
<b>Production Mix by Product Type</b>					
First Mortgages:	230,139	241,787	272,464	274,453	267,077
Government (FHA/VA/RHS) - Fixed	218,184	226,407	249,841	253,070	246,815
Government (FHA/VA/RHS) - ARM	261,333	256,000	338,774	318,405	319,414
Prime (Conforming) - Fixed	226,826	234,913	267,674	267,036	260,721
Prime (Conforming) - ARM	414,121	276,358	353,085	366,169	355,259
Prime (Non-Conforming Jumbo) - Fixed	752,454	693,424	694,064	737,577	721,828
Prime (Non-Conforming Jumbo) - ARM	926,241	838,592	840,903	827,239	835,403
Other Fixed	302,000	182,940	296,714	389,289	346,343
Other ARM	408,233	319,938	473,218	462,303	452,175
Closed-End Second Mortgages	15,785	29,751	49,269	25,419	32,197
Funded HELOCs	95,000	129,373	118,275	125,437	122,961
Reverse	223,000	226,665	222,056	209,327	214,971
Other		322,750	133,618	192,656	197,939
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	227,518	238,386	269,638	270,730	263,726
ARM	520,703	423,623	556,090	547,798	536,913
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	686,192	700,048	697,019	758,948	731,643
Non-Jumbo	223,313	233,080	259,238	261,584	255,006
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	231,818	246,725	269,250	269,739	264,331
Broker Wholesale and Correspondent	172,200	187,659	294,232	275,210	267,670
Broker Wholesale	175,864	213,194	259,896	281,772	267,639
Correspondent	192,547	180,897	346,314	269,650	274,013
<b>1st Mtg Purchase vs Refi</b>					
Purchase	219,641	236,235	266,859	266,553	259,859
Refinancing	253,252	256,645	287,648	294,434	285,428
Rate-Term	287,304	275,598	303,354	310,333	303,145
Cash-Out	230,214	234,079	267,207	269,709	262,264
Other / Unknown	216,896	264,216	333,957	265,050	276,884
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	255,582	238,118	402,585	232,895	281,531
Greater than 600, less than or equal to 650	206,039	217,230	238,889	234,423	231,699
Greater than 650, less than or equal to 700	213,699	226,052	250,879	251,610	245,817
Greater than 700, less than or equal to 750	230,708	243,549	275,951	279,172	270,820
Greater than 750	241,418	253,934	289,349	295,887	285,481
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	186,417	192,725	226,177	233,151	223,386
Greater than 60%, less than or equal to 70%	232,698	243,241	285,054	291,161	279,954
Greater than 70%, less than or equal to 80%	242,102	252,088	295,085	298,416	288,325
Greater than 80%, less than or equal to 90%	256,868	268,310	297,982	297,868	291,663
Greater than 90%, less than or equal to 100%	230,072	237,489	262,601	260,269	256,231
Greater than 100%	215,269	214,850	242,636	241,948	237,751
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	284,500	281,500	222,560	266,408	255,630
Originated for Sale to Others:	231,827	237,934	268,033	272,534	264,836
Sale to Fannie/Freddie/Ginnie	222,775	178,800	238,069	257,073	243,414
All Other Sale to Others	292,614	247,145	272,977	278,449	274,737
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	228,248	247,091	278,403	275,079	270,369
Servicing Retained	204,207	189,109	270,341	279,797	267,415
Number of Companies Reporting	17	22	61	116	216

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Independent Mortgage Companies, Retail/Consumer Direct Only by Production \$

J1 - Net Loan Production Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	<200M	200-400M	400-1,000M	>1,000M	Total (Indep, Retail Only)
<b>ORIGINATION-RELATED INCOME</b>					
Loan Origination Fees	1,034	1,907	1,006	1,458	1,319
Correspondent and Broker Fee Income (1)	-	-	-	-	-
Other Origination-Related Income (2)	794	448	741	505	605
<b>Total Origination-Related Income</b>	<b>1,827</b>	<b>2,354</b>	<b>1,746</b>	<b>1,963</b>	<b>1,924</b>
<b>NET INTEREST INCOME</b>					
Warehousing Income	527	512	505	650	574
Warehousing Expense	415	512	476	604	532
<b>Net Interest Income</b>	<b>111</b>	<b>0</b>	<b>30</b>	<b>46</b>	<b>42</b>
<b>SECONDARY MARKETING INCOME</b>					
Secondary Mktg Gains (Losses)	3,656	4,580	5,294	5,568	5,168
Capitalized Servicing/Svg Released Premiums	2,889	2,777	2,650	2,733	2,727
Repurchase Reserve Provision	(0)	(38)	(52)	(84)	(60)
<b>Net Secondary Marketing Income</b>	<b>6,545</b>	<b>7,319</b>	<b>7,892</b>	<b>8,217</b>	<b>7,835</b>
<b>Total Loan Production Revenue</b>	<b>8,483</b>	<b>9,673</b>	<b>9,668</b>	<b>10,226</b>	<b>9,801</b>
<b>EXPENSES</b>					
Personnel	5,109	5,638	5,502	5,821	5,623
Sales Personnel	2,161	2,785	2,722	2,964	2,782
Fulfillment Personnel	1,141	1,198	1,155	1,073	1,121
Production Support Employees	518	718	513	706	625
Management and Directors	528	371	451	461	454
Benefits	761	566	661	617	640
Occupancy and Equipment	518	491	422	455	455
Technology-Related Expenses	240	229	195	199	206
Other Direct Expenses	1,501	1,694	1,554	1,517	1,548
Outsourcing and Professional fees	321	273	268	263	272
Other Operating Expenses	1,180	1,421	1,286	1,254	1,276
<b>Direct Loan Production Expenses</b>	<b>7,368</b>	<b>8,053</b>	<b>7,674</b>	<b>7,993</b>	<b>7,832</b>
<b>Corporate Allocation</b>	<b>332</b>	<b>542</b>	<b>272</b>	<b>400</b>	<b>368</b>
<b>Total Loan Production Expense</b>	<b>7,700</b>	<b>8,595</b>	<b>7,946</b>	<b>8,392</b>	<b>8,199</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>783</b>	<b>1,078</b>	<b>1,722</b>	<b>1,834</b>	<b>1,602</b>
<b>MEMO ITEMS</b>					
<b>Originations Volume:</b>					
Avg. Total Loans Originated (\$000s)	113,927	286,107	659,577	2,795,392	1,528,185
Avg. Total Loans Originated (#)	483	1,189	2,577	10,650	5,860
Average Loan Balance (\$)	238,137	252,047	267,928	276,292	266,831
Avg. Pull-Through (Closings/Applications #)	74.63	74.88	72.10	77.59	75.01
<b>Average Days in Warehouse</b>	<b>14</b>	<b>15</b>	<b>16</b>	<b>19</b>	<b>17</b>
<b>Employees:</b>					
Total Production FTEs (excluding 0 reporters)	26	71	120	490	275
<b>Productivity</b>					
<b>Simple Avg.</b>					
Closings per Sales Employee per Mo.	4.5	3.4	5.5	4.8	4.8
Closings per Fulfillment Employee per Mo.	5.8	5.8	7.2	6.6	6.6
Closings per Prod Support Employee per Mo.	8.8	11.6	15.4	16.5	14.8
Closings per Total Prod. Employee per Mo.	1.7	1.5	2.2	2.0	2.0
<b>Weighted Avg.</b>					
Closings per Sales Employee per Mo.	3.8	3.0	4.2	4.1	4.1
Closings per Fulfillment Employee per Mo.	5.5	4.7	5.2	5.0	5.0
Closings per Prod Support Employee per Mo.	5.7	8.8	9.9	11.6	11.1
Closings per Total Prod. Employee per Mo.	1.5	1.4	1.8	1.8	1.8
<b>Median</b>					
Closings per Sales Employee per Mo.	4.1	3.0	4.4	4.5	4.3
Closings per Fulfillment Employee per Mo.	5.6	4.5	5.5	5.9	5.5
Closings per Prod Support Employee per Mo.	7.3	8.3	13.4	12.4	11.6
Closings per Total Prod. Employee per Mo.	1.6	1.5	1.9	2.0	1.8
<b>Number of Companies Reporting</b>	<b>13</b>	<b>15</b>	<b>42</b>	<b>58</b>	<b>128</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Independent Mortgage Companies, Retail/Consumer Direct Only by Production \$

J2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	<200M	200-400M	400-1,000M	>1,000M	Total (Indep, Retail Only)
<b>ORIGINATION-RELATED INCOME</b>					
Loan Origination Fees	43.34	80.86	38.02	55.53	51.51
Correspondent and Broker Fee Income (1)	-	-	-	-	-
Other Origination-Related Income (2)	35.60	18.54	29.50	21.18	25.06
<b>Total Origination-Related Income</b>	78.95	99.40	67.52	76.71	76.58
<b>NET INTEREST INCOME</b>					
Warehousing Income	22.16	19.85	19.03	23.31	21.38
Warehousing Expense	16.74	20.21	18.33	21.71	19.92
<b>Net Interest Income</b>	5.42	(0.36)	0.70	1.59	1.46
<b>SECONDARY MARKETING INCOME</b>					
Secondary Mktg Gains (Losses)	150.93	172.83	207.35	211.79	199.59
Capitalized Servicing/Svg Released Premiums	125.80	107.47	99.00	99.45	102.92
Repurchase Reserve Provision	(0.01)	(1.47)	(2.00)	(3.02)	(2.20)
<b>Net Secondary Marketing Income</b>	276.72	278.84	304.35	308.22	300.31
<b>Total Loan Production Revenue</b>	361.09	377.87	372.57	386.53	378.35
<b>EXPENSES</b>					
Personnel	215.49	224.32	213.82	220.43	218.22
Sales Personnel	88.05	109.75	106.22	112.05	107.43
Fulfillment Personnel	49.88	45.62	45.09	40.97	43.77
Production Support Employees	22.00	30.99	20.44	25.34	24.05
Management and Directors	22.94	14.99	16.99	18.30	17.96
Benefits	32.62	22.97	25.08	23.78	25.01
Occupancy and Equipment	20.77	20.44	16.61	17.17	17.74
Technology-Related Expenses	10.37	9.99	7.29	7.72	8.11
Other Direct Expenses	62.27	64.42	60.10	58.33	60.02
Outsourcing and Professional fees	12.81	11.09	10.23	9.71	10.36
Other Operating Expenses	49.46	53.33	49.87	48.61	49.66
<b>Direct Loan Production Expenses</b>	308.89	319.17	297.82	303.65	304.09
<b>Corporate Allocation</b>	15.37	20.73	9.67	15.53	14.20
<b>Total Loan Production Expense</b>	324.26	339.90	307.49	319.18	318.29
<b>TOTAL NET PRODUCTION INCOME</b>	36.82	37.97	65.08	67.34	60.06
<b>MEMO ITEMS</b>					
<b>Originations Volume:</b>					
Avg. Total Loans Originated (\$000s)	113,927	286,107	659,577	2,795,392	1,528,185
Avg. Total Loans Originated (#)	483	1,189	2,577	10,650	5,860
Average Loan Balance (\$)	238,137	252,047	267,928	276,292	266,831
Avg. Pull-Through (Closings/Applications #)	74.63	74.88	72.10	77.59	75.01
<b>Average Days in Warehouse</b>	14	15	16	19	17
<b>Employees:</b>					
Total Production FTEs (excluding 0 reporters)	26	71	120	490	275
<b>Productivity</b>					
<b>Simple Avg.</b>					
Closings per Sales Employee per Mo.	4.5	3.4	5.5	4.8	4.8
Closings per Fulfillment Employee per Mo.	5.8	5.8	7.2	6.6	6.6
Closings per Prod Support Employee per Mo.	8.8	11.6	15.4	16.5	14.8
Closings per Total Prod. Employee per Mo.	1.7	1.5	2.2	2.0	2.0
<b>Weighted Avg.</b>					
Closings per Sales Employee per Mo.	3.8	3.0	4.2	4.1	4.1
Closings per Fulfillment Employee per Mo.	5.5	4.7	5.2	5.0	5.0
Closings per Prod Support Employee per Mo.	5.7	8.8	9.9	11.6	11.1
Closings per Total Prod. Employee per Mo.	1.5	1.4	1.8	1.8	1.8
<b>Median</b>					
Closings per Sales Employee per Mo.	4.1	3.0	4.4	4.5	4.3
Closings per Fulfillment Employee per Mo.	5.6	4.5	5.5	5.9	5.5
Closings per Prod Support Employee per Mo.	7.3	8.3	13.4	12.4	11.6
Closings per Total Prod. Employee per Mo.	1.6	1.5	1.9	2.0	1.8
<b>Number of Companies Reporting</b>	13	15	42	58	128

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Independent Mortgage Companies, Retail/Consumer Direct Only by Production \$

J3 - Production Mix (\$), Simple Average

PERCENT BASED ON \$	<200M	200-400M	400-1,000M	>1,000M	Total (Indep, Retail Only)
Avg. Total Loans Originated (\$000s)	113,927	286,107	659,577	2,795,392	1,528,185
Avg. Total Loans Originated (#)	483	1,189	2,577	10,650	5,860
Average Loan Balance	238,137	252,047	267,928	276,292	266,831
<b>Production Mix by Product Type</b>					
First Mortgages:	99.89	99.48	98.99	99.61	99.42
Government (FHA/VA/RHS) - Fixed	27.86	31.40	27.08	31.34	29.60
Government (FHA/VA/RHS) - ARM	0.00	0.01	0.24	0.03	0.09
Prime (Conforming) - Fixed	67.04	60.28	63.76	59.16	61.60
Prime (Conforming) - ARM	1.88	1.82	0.89	0.80	1.06
Prime (Non-Conforming Jumbo) - Fixed	2.01	3.72	5.52	5.84	5.10
Prime (Non-Conforming Jumbo) - ARM	0.93	2.11	1.34	1.69	1.55
Other Fixed	0.03	0.05	0.07	0.61	0.31
Other ARM	0.14	0.10	0.09	0.15	0.12
Closed-End Second Mortgages	0.08	0.13	0.11	0.11	0.11
Funded HELOCs	0.01	0.22	0.20	0.08	0.13
Reverse	0.03	0.16	0.67	0.19	0.33
Other	0.00	0.00	0.03	0.01	0.01
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	97.04	95.93	97.41	97.32	97.16
ARM	2.96	4.07	2.59	2.68	2.84
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	8.55	6.03	7.56	8.19	7.77
Non-Jumbo	91.45	93.97	92.44	91.81	92.23
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	100.00	100.00	100.00	100.00	100.00
Broker Wholesale and Correspondent	0.00	0.00	0.00	0.00	0.00
Broker Wholesale	0.00	0.00	0.00	0.00	0.00
Correspondent	0.00	0.00	0.00	0.00	0.00
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>					
Purchase	70.98	72.15	67.73	68.37	68.87
Refinancing	29.02	27.85	32.27	31.63	31.13
Rate-Term	14.25	15.42	19.31	18.67	18.05
Cash-Out	13.72	11.37	11.87	12.44	12.26
Other / Unknown	1.05	1.07	1.08	0.52	0.82
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	0.83	1.25	1.19	1.26	1.19
Greater than 600, less than or equal to 650	8.21	9.07	8.46	9.13	8.81
Greater than 650, less than or equal to 700	17.88	20.21	17.76	17.76	18.06
Greater than 700, less than or equal to 750	27.47	28.36	26.34	26.06	26.56
Greater than 750	45.61	41.11	46.26	45.79	45.38
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>	732	727	732	729	730
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	9.91	7.61	8.55	8.39	8.51
Greater than 60%, less than or equal to 70%	7.80	7.82	7.87	7.44	7.66
Greater than 70%, less than or equal to 80%	28.39	26.13	29.67	26.23	27.57
Greater than 80%, less than or equal to 90%	12.47	13.86	15.65	16.02	15.29
Greater than 90%, less than or equal to 100%	40.53	43.57	36.58	40.38	39.52
Greater than 100%	0.90	1.00	1.67	1.53	1.45
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	73.71	83.48	77.80	82.88	80.37
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	0.30	0.02	0.02	0.04	0.06
Originated for Sale to Others:	99.70	99.98	99.98	99.96	99.94
Sale to Fannie/Freddie/Ginnie	53.14	6.88	13.20	24.45	21.95
All Other Sale to Others	46.55	93.10	86.78	75.50	77.99
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	66.52	88.45	90.97	78.60	82.39
Servicing Retained	33.48	11.55	9.03	21.40	17.61
Total	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	13	15	42	58	128



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - Independent Mortgage Companies, Retail/Consumer Direct Only by Production \$

J4 - Production Mix (#), Simple Average

PERCENT BASED ON #	<200M	200-400M	400-1,000M	>1,000M	Total (Indep, Retail Only)
Avg. Total Loans Originated (\$000s)	113,927	286,107	659,577	2,795,392	1,528,185
Avg. Total Loans Originated (#)	483	1,189	2,577	10,650	5,860
Average Loan Balance	238,137	252,047	267,928	276,292	266,831
<b>Production Mix by Product Type</b>					
First Mortgages:	97.87	97.02	96.86	97.47	97.26
Government (FHA/VA/RHS) - Fixed	27.92	32.04	28.53	32.83	30.83
Government (FHA/VA/RHS) - ARM	0.00	0.01	0.25	0.02	0.10
Prime (Conforming) - Fixed	67.59	61.00	63.94	60.19	62.27
Prime (Conforming) - ARM	1.35	1.58	0.81	0.65	0.88
Prime (Non-Conforming Jumbo) - Fixed	0.64	1.61	2.71	2.53	2.29
Prime (Non-Conforming Jumbo) - ARM	0.22	0.65	0.51	0.67	0.57
Other Fixed	0.02	0.06	0.06	0.47	0.24
Other ARM	0.12	0.07	0.06	0.09	0.08
Closed-End Second Mortgages	2.08	2.47	1.46	2.09	1.93
Funded HELOCs	0.02	0.30	0.47	0.18	0.27
Reverse	0.03	0.20	1.14	0.25	0.52
Other	0.00	0.01	0.06	0.01	0.03
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	98.23	97.59	98.34	98.52	98.32
ARM	1.77	2.41	1.66	1.48	1.68
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	5.80	2.43	3.64	3.56	3.68
Non-Jumbo	94.20	97.57	96.36	96.44	96.32
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	100.00	100.00	100.00	100.00	100.00
Broker Wholesale and Correspondent	0.00	0.00	0.00	0.00	0.00
Broker Wholesale	0.00	0.00	0.00	0.00	0.00
Correspondent	0.00	0.00	0.00	0.00	0.00
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>					
Purchase	73.05	73.57	69.24	70.10	70.52
Refinancing	26.95	26.43	30.76	29.90	29.48
Rate-Term	11.31	13.91	17.67	16.81	16.19
Cash-Out	14.39	11.64	12.03	12.62	12.49
Other / Unknown	1.25	0.89	1.05	0.47	0.79
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	0.82	1.31	0.99	1.42	1.21
Greater than 600, less than or equal to 650	9.03	9.98	9.56	10.46	9.96
Greater than 650, less than or equal to 700	19.06	21.51	19.19	19.28	19.49
Greater than 700, less than or equal to 750	27.45	28.12	26.18	25.75	26.34
Greater than 750	43.64	39.08	44.08	43.08	43.00
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	732	727	732	729	730
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	12.40	9.29	10.35	9.99	10.27
Greater than 60%, less than or equal to 70%	7.69	7.61	7.57	7.11	7.38
Greater than 70%, less than or equal to 80%	27.48	25.07	27.55	24.24	25.75
Greater than 80%, less than or equal to 90%	11.02	12.65	14.38	14.74	14.00
Greater than 90%, less than or equal to 100%	40.42	44.14	38.25	42.14	40.93
Greater than 100%	0.98	1.24	1.89	1.78	1.67
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	73.71	83.48	77.80	82.88	80.37
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	0.33	0.02	0.02	0.04	0.06
Originated for Sale to Others:	99.67	99.98	99.98	99.96	99.94
Sale to Fannie/Freddie/Ginnie	54.95	8.29	13.98	25.76	23.15
All Other Sale to Others	44.72	91.69	85.99	74.20	76.79
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	66.10	88.41	92.51	79.49	83.61
Servicing Retained	33.90	11.59	7.49	20.51	16.39
Total	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	13	15	42	58	128

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

Residential Loan Production - Independent Mortgage Companies, Retail/Consumer Direct Only by Production \$

J5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	<200M	200-400M	400-1,000M	>1,000M	Total (Indep, Retail Only)
Avg. Total Loans Originated (\$000s)	113,927	286,107	659,577	2,795,392	1,528,185
Avg. Total Loans Originated (#)	483	1,189	2,577	10,650	5,860
Average Loan Balance	238,137	252,047	267,928	276,292	266,831
<b>Production Mix by Product Type</b>					
First Mortgages:	244,586	258,503	275,059	282,414	273,357
Government (FHA/VA/RHS) - Fixed	233,649	246,002	254,110	262,300	254,966
Government (FHA/VA/RHS) - ARM		374,000	368,207	337,046	344,043
Prime (Conforming) - Fixed	238,620	247,991	266,788	269,916	263,035
Prime (Conforming) - ARM	482,411	292,303	342,325	359,731	351,790
Prime (Non-Conforming Jumbo) - Fixed	748,584	707,868	696,309	722,213	713,317
Prime (Non-Conforming Jumbo) - ARM	865,089	851,652	816,781	804,638	817,144
Other Fixed	302,000	187,200	315,877	365,406	325,136
Other ARM	408,233	319,938	526,872	403,263	440,841
Closed-End Second Mortgages	16,596	21,184	45,937	25,501	30,736
Funded HELOCs	95,000	150,442	124,634	128,094	127,723
Reverse	223,000	194,637	207,511	240,344	223,204
Other		126,000	107,191	247,593	179,273
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	241,275	253,957	272,215	278,381	269,727
ARM	535,021	449,097	584,866	547,474	546,680
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	680,003	714,027	697,808	722,382	710,171
Non-Jumbo	236,216	248,221	261,200	267,001	259,770
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	244,586	258,503	275,059	282,414	273,357
Broker Wholesale and Correspondent					
Broker Wholesale					
Correspondent					
<b>1st Mtg Purchase vs Refi</b>					
Purchase	233,981	253,200	270,018	275,594	266,914
Refinancing	268,239	274,733	287,484	301,264	290,279
Rate-Term	309,332	301,128	303,906	317,154	310,207
Cash-Out	245,629	247,932	263,127	274,642	264,716
Other / Unknown	215,289	258,748	371,594	305,052	309,898
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	272,840	263,995	493,537	240,302	324,877
Greater than 600, less than or equal to 650	217,368	234,305	243,949	241,021	238,792
Greater than 650, less than or equal to 700	227,860	242,075	254,517	258,344	252,086
Greater than 700, less than or equal to 750	245,092	260,082	277,210	285,228	275,574
Greater than 750	255,535	271,143	288,734	300,103	288,452
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	195,401	207,189	228,072	233,475	224,755
Greater than 60%, less than or equal to 70%	248,551	263,208	286,175	294,574	283,468
Greater than 70%, less than or equal to 80%	253,987	268,903	296,233	305,335	292,864
Greater than 80%, less than or equal to 90%	271,113	281,995	300,210	306,808	298,110
Greater than 90%, less than or equal to 100%	247,066	254,672	263,766	268,743	263,259
Greater than 100%	241,045	237,721	247,853	247,937	246,203
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	284,500	281,500	269,979	273,287	274,395
Originated for Sale to Others:	245,332	255,717	274,174	277,426	270,627
Sale to Fannie/Freddie/Ginnie	237,081	217,142	236,995	252,822	243,383
All Other Sale to Others	321,911	259,774	279,520	285,574	283,817
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	243,512	257,597	272,275	281,194	271,898
Servicing Retained	222,275	193,015	262,118	274,971	260,376
Number of Companies Reporting	13	15	42	58	128

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Govt. Production Percent in \$

K1 - Net Loan Production Income and Expense, \$ per loan, **Simple Average**

\$ PER LOAN	<50% Govt \$	>=50% Govt \$	Total
<b>ORIGINATION-RELATED INCOME</b>			
Loan Origination Fees	1,149	1,658	1,190
Correspondent and Broker Fee Income (1)	97	94	97
Other Origination-Related Income (2)	502	339	488
<b>Total Origination-Related Income</b>	<b>1,748</b>	<b>2,090</b>	<b>1,775</b>
<b>NET INTEREST INCOME</b>			
Warehousing Income	568	515	564
Warehousing Expense	536	522	535
<b>Net Interest Income</b>	<b>32</b>	<b>(6)</b>	<b>29</b>
<b>SECONDARY MARKETING INCOME</b>			
Secondary Mktg Gains (Losses)	4,597	5,186	4,644
Capitalized Servicing/Svg Released Premiums	2,677	1,987	2,621
Repurchase Reserve Provision	(66)	(69)	(66)
<b>Net Secondary Marketing Income</b>	<b>7,208</b>	<b>7,104</b>	<b>7,200</b>
<b>Total Loan Production Revenue</b>	<b>8,988</b>	<b>9,188</b>	<b>9,004</b>
<b>EXPENSES</b>			
Personnel	5,152	4,435	5,094
Sales Personnel	2,481	2,221	2,460
Fulfillment Personnel	1,097	890	1,080
Production Support Employees	528	409	519
Management and Directors	419	473	423
Benefits	627	442	612
Occupancy and Equipment	426	308	416
Technology-Related Expenses	178	171	177
Other Direct Expenses	1,381	1,860	1,420
Outsourcing and Professional fees	245	346	253
Other Operating Expenses	1,136	1,514	1,167
<b>Direct Loan Production Expenses</b>	<b>7,137</b>	<b>6,774</b>	<b>7,107</b>
<b>Corporate Allocation</b>	<b>438</b>	<b>307</b>	<b>428</b>
<b>Total Loan Production Expense</b>	<b>7,575</b>	<b>7,081</b>	<b>7,535</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>1,413</b>	<b>2,108</b>	<b>1,470</b>
<b>MEMO ITEMS</b>			
<b>Originations Volume:</b>			
Avg. Total Loans Originated (\$000s)	2,564,982	4,695,898	2,737,971
Avg. Total Loans Originated (#)	9,576	19,854	10,411
Average Loan Balance (\$)	264,347	223,514	261,032
Avg. Pull-Through (Closings/Applications #)	73.19	70.49	72.97
<b>Average Days in Warehouse</b>	<b>17</b>	<b>21</b>	<b>18</b>
<b>Employees:</b>			
Total Production FTEs (excluding 0 reporters)	372	489	381
<b>Productivity</b>			
<b>Simple Avg.</b>			
Closings per Sales Employee per Mo.	5.4	8.1	5.7
Closings per Fulfillment Employee per Mo.	6.9	8.9	7.1
Closings per Prod Support Employee per Mo.	17.6	20.7	17.9
Closings per Total Prod. Employee per Mo.	2.2	2.9	2.3
<b>Weighted Avg.</b>			
Closings per Sales Employee per Mo.	4.8	7.8	5.1
Closings per Fulfillment Employee per Mo.	6.1	9.7	6.5
Closings per Prod Support Employee per Mo.	14.4	20.7	15.1
Closings per Total Prod. Employee per Mo.	2.2	3.4	2.3
<b>Median</b>			
Closings per Sales Employee per Mo.	4.6	5.0	4.6
Closings per Fulfillment Employee per Mo.	6.0	6.8	6.0
Closings per Prod Support Employee per Mo.	13.1	17.4	13.5
Closings per Total Prod. Employee per Mo.	2.1	2.2	2.1
<b>Number of Companies Reporting</b>	<b>249</b>	<b>22</b>	<b>271</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Govt. Production Percent in \$

K2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	<50% Govt \$	>=50% Govt \$	Total
<b>ORIGINATION-RELATED INCOME</b>			
Loan Origination Fees	45.41	72.68	47.63
Correspondent and Broker Fee Income (1)	4.80	4.45	4.77
Other Origination-Related Income (2)	20.54	18.34	20.36
<b>Total Origination-Related Income</b>	70.75	95.47	72.76
<b>NET INTEREST INCOME</b>			
Warehousing Income	20.85	23.91	21.10
Warehousing Expense	19.70	23.85	20.04
<b>Net Interest Income</b>	1.15	0.06	1.06
<b>SECONDARY MARKETING INCOME</b>			
Secondary Mktg Gains (Losses)	179.03	236.10	183.66
Capitalized Servicing/Svg Released Premiums	101.94	89.62	100.94
Repurchase Reserve Provision	(2.33)	(3.22)	(2.40)
<b>Net Secondary Marketing Income</b>	278.64	322.51	282.21
<b>Total Loan Production Revenue</b>	350.54	418.04	356.02
<b>EXPENSES</b>			
Personnel	201.63	202.16	201.67
Sales Personnel	95.81	98.81	96.06
Fulfillment Personnel	43.46	40.80	43.25
Production Support Employees	20.73	19.42	20.62
Management and Directors	16.92	21.91	17.33
Benefits	24.70	21.21	24.41
Occupancy and Equipment	16.68	14.50	16.51
Technology-Related Expenses	7.19	7.83	7.25
Other Direct Expenses	53.89	83.04	56.26
Outsourcing and Professional fees	9.48	14.09	9.86
Other Operating Expenses	44.41	68.95	46.40
<b>Direct Loan Production Expenses</b>	279.40	307.53	281.68
<b>Corporate Allocation</b>	17.10	13.39	16.80
<b>Total Loan Production Expense</b>	296.50	320.92	298.48
<b>TOTAL NET PRODUCTION INCOME</b>	54.04	97.11	57.54
<b>MEMO ITEMS</b>			
<b>Originations Volume:</b>			
Avg. Total Loans Originated (\$000s)	2,564,982	4,695,898	2,737,971
Avg. Total Loans Originated (#)	9,576	19,854	10,411
Average Loan Balance (\$)	264,347	223,514	261,032
Avg. Pull-Through (Closings/Applications #)	73.19	70.49	72.97
<b>Average Days in Warehouse</b>	17	21	18
<b>Employees:</b>			
Total Production FTEs (excluding 0 reporters)	372	489	381
<b>Productivity</b>			
<b>Simple Avg.</b>			
Closings per Sales Employee per Mo.	5.4	8.1	5.7
Closings per Fulfillment Employee per Mo.	6.9	8.9	7.1
Closings per Prod Support Employee per Mo.	17.6	20.7	17.9
Closings per Total Prod. Employee per Mo.	2.2	2.9	2.3
<b>Weighted Avg.</b>			
Closings per Sales Employee per Mo.	4.8	7.8	5.1
Closings per Fulfillment Employee per Mo.	6.1	9.7	6.5
Closings per Prod Support Employee per Mo.	14.4	20.7	15.1
Closings per Total Prod. Employee per Mo.	2.2	3.4	2.3
<b>Median</b>			
Closings per Sales Employee per Mo.	4.6	5.0	4.6
Closings per Fulfillment Employee per Mo.	6.0	6.8	6.0
Closings per Prod Support Employee per Mo.	13.1	17.4	13.5
Closings per Total Prod. Employee per Mo.	2.1	2.2	2.1
<b>Number of Companies Reporting</b>	249	22	271

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents

(2) Other Originations Income: Underwriting, processing, administration and other fees

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Production - by Govt. Production Percent in \$  
K3 - Production Mix (\$), Simple Average

PERCENT BASED ON \$	<50% Govt \$	>=50% Govt \$	Total
Avg. Total Loans Originated (\$000s)	2,564,982	4,695,898	2,737,971
Avg. Total Loans Originated (#)	9,576	19,854	10,411
Average Loan Balance	264,347	223,514	261,032
<b>Production Mix by Product Type</b>			
First Mortgages:	99.39	99.21	99.37
Government (FHA/VA/RHS) - Fixed	27.17	71.11	30.74
Government (FHA/VA/RHS) - ARM	0.11	0.02	0.11
Prime (Conforming) - Fixed	63.09	26.32	60.10
Prime (Conforming) - ARM	1.38	0.20	1.29
Prime (Non-Conforming Jumbo) - Fixed	4.49	0.87	4.20
Prime (Non-Conforming Jumbo) - ARM	1.56	0.17	1.45
Other Fixed	1.06	0.43	1.01
Other ARM	0.52	0.09	0.49
Closed-End Second Mortgages	0.17	0.04	0.16
Funded HELOCs	0.09	0.09	0.09
Reverse	0.26	0.60	0.29
Other	0.10	0.06	0.10
Total	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>			
Fixed Rate	96.40	99.52	96.65
ARM	3.60	0.48	3.35
Total	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>			
Jumbo	7.63	3.92	7.33
Non-Jumbo	92.37	96.08	92.67
Total	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>			
Retail/Consumer Direct	87.23	75.42	86.27
Broker Wholesale and Correspondent	12.77	24.58	13.73
Broker Wholesale	6.42	7.88	6.54
Correspondent	6.35	16.71	7.20
Total	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>			
Purchase	66.46	57.38	65.72
Refinancing	33.54	42.62	34.28
Rate-Term	18.92	21.07	19.10
Cash-Out	13.49	20.40	14.05
Other / Unknown	1.13	1.15	1.13
Total	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>			
Equals 600 or less	1.06	7.35	1.57
Greater than 600, less than or equal to 650	8.48	20.19	9.43
Greater than 650, less than or equal to 700	18.07	25.94	18.71
Greater than 700, less than or equal to 750	26.73	22.74	26.41
Greater than 750	45.67	23.77	43.88
Total	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>	730	688	726
<b>1st Mtg LTV Distribution</b>			
Equals 60% of less	9.42	5.15	9.07
Greater than 60%, less than or equal to 70%	8.20	5.12	7.95
Greater than 70%, less than or equal to 80%	28.30	15.37	27.25
Greater than 80%, less than or equal to 90%	14.92	14.68	14.90
Greater than 90%, less than or equal to 100%	37.53	55.09	38.96
Greater than 100%	1.63	4.60	1.87
Total	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	81.21	85.17	81.52
<b>1st Mtg Production Sold by Investor Type</b>			
Originated for Portfolio	0.06	0.02	0.06
Originated for Sale to Others:	99.94	99.98	99.94
Sale to Fannie/Freddie/Ginnie	31.43	48.09	32.70
All Other Sale to Others	68.50	51.89	67.24
Total	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>			
Servicing Released	78.70	52.87	76.64
Servicing Retained	21.30	47.13	23.36
Total	100.00	100.00	100.00
Number of Companies Reporting	249	22	271



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Production - by Govt. Production Percent in \$  
K4 - Production Mix (#), Simple Average

PERCENT BASED ON #	<50% Govt \$	>=50% Govt \$	Total
Avg. Total Loans Originated (\$000s)	2,564,982	4,695,898	2,737,971
Avg. Total Loans Originated (#)	9,576	19,854	10,411
Average Loan Balance	264,347	223,514	261,032
<b>Production Mix by Product Type</b>			
First Mortgages:	97.37	98.53	97.46
Government (FHA/VA/RHS) - Fixed	28.76	71.70	32.25
Government (FHA/VA/RHS) - ARM	0.11	0.03	0.11
Prime (Conforming) - Fixed	63.40	25.80	60.35
Prime (Conforming) - ARM	1.15	0.17	1.07
Prime (Non-Conforming Jumbo) - Fixed	1.99	0.31	1.85
Prime (Non-Conforming Jumbo) - ARM	0.63	0.04	0.58
Other Fixed	0.96	0.43	0.92
Other ARM	0.37	0.06	0.34
Closed-End Second Mortgages	1.96	0.78	1.86
Funded HELOCs	0.20	0.20	0.20
Reverse	0.35	0.44	0.36
Other	0.12	0.05	0.12
Total	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>			
Fixed Rate	97.69	99.70	97.85
ARM	2.31	0.30	2.15
Total	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>			
Jumbo	3.72	2.34	3.60
Non-Jumbo	96.28	97.66	96.40
Total	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>			
Retail/Consumer Direct	87.46	76.19	86.54
Broker Wholesale and Correspondent	12.54	23.81	13.46
Broker Wholesale	6.18	7.34	6.28
Correspondent	6.36	16.47	7.18
Total	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>			
Purchase	68.34	58.74	67.56
Refinancing	31.66	41.26	32.44
Rate-Term	16.96	19.63	17.18
Cash-Out	13.63	20.41	14.19
Other / Unknown	1.06	1.22	1.08
Total	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>			
Equals 600 or less	1.17	7.39	1.68
Greater than 600, less than or equal to 650	9.80	21.43	10.74
Greater than 650, less than or equal to 700	19.66	26.73	20.24
Greater than 700, less than or equal to 750	26.45	22.08	26.09
Greater than 750	42.92	22.36	41.24
Total	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	730	688	726
<b>1st Mtg LTV Distribution</b>			
Equals 60% of less	11.37	6.60	10.98
Greater than 60%, less than or equal to 70%	7.83	5.16	7.61
Greater than 70%, less than or equal to 80%	26.26	14.73	25.32
Greater than 80%, less than or equal to 90%	13.54	14.01	13.58
Greater than 90%, less than or equal to 100%	39.07	54.69	40.35
Greater than 100%	1.93	4.81	2.17
Total	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	81.21	85.17	81.52
<b>1st Mtg Production Sold by Investor Type</b>			
Originated for Portfolio	0.06	0.02	0.05
Originated for Sale to Others:	99.94	99.98	99.95
Sale to Fannie/Freddie/Ginnie	32.54	48.39	33.75
All Other Sale to Others	67.40	51.60	66.20
Total	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>			
Servicing Released	78.64	53.47	76.63
Servicing Retained	21.36	46.53	23.37
Total	100.00	100.00	100.00
Number of Companies Reporting	249	22	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Production - by Govt. Production Percent in \$

K5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	<50% Govt \$	>=50% Govt \$	Total
Avg. Total Loans Originated (\$000s)	2,564,982	4,695,898	2,737,971
Avg. Total Loans Originated (#)	9,576	19,854	10,411
Average Loan Balance	264,347	223,514	261,032
<b>Production Mix by Product Type</b>			
First Mortgages:	270,183	225,220	266,533
Government (FHA/VA/RHS) - Fixed	247,932	222,247	245,807
Government (FHA/VA/RHS) - ARM	328,044	225,423	317,098
Prime (Conforming) - Fixed	261,132	223,595	258,331
Prime (Conforming) - ARM	357,369	284,501	352,423
Prime (Non-Conforming Jumbo) - Fixed	717,677	697,257	716,396
Prime (Non-Conforming Jumbo) - ARM	821,872	812,775	821,439
Other Fixed	349,411	321,447	346,378
Other ARM	462,297	349,840	453,228
Closed-End Second Mortgages	31,964	23,450	31,579
Funded HELOCs	122,929	171,625	125,247
Reverse	218,666	176,844	215,714
Other	183,755	256,317	190,666
<b>1st Mtg Fixed Rate vs ARM</b>			
Fixed Rate	265,664	224,798	262,347
ARM	534,983	394,885	526,190
<b>1st Mtg Jumbo vs. Non-Jumbo</b>			
Jumbo	721,045	678,030	718,143
Non-Jumbo	256,428	221,445	253,588
<b>1st Mtg Production Channel Mix</b>			
Retail/Consumer Direct	269,205	221,557	265,264
Broker Wholesale and Correspondent	271,736	236,596	267,720
Broker Wholesale	272,835	263,145	271,781
Correspondent	272,082	256,666	269,759
<b>1st Mtg Purchase vs Refi</b>			
Purchase	263,869	223,144	260,562
Refinancing	288,091	236,527	283,890
Rate-Term	305,309	254,873	301,282
Cash-Out	263,989	218,904	260,347
Other / Unknown	314,724	215,126	304,904
<b>1st Mtg FICO Score Distribution</b>			
Equals 600 or less	276,379	212,713	270,639
Greater than 600, less than or equal to 650	231,137	211,207	229,513
Greater than 650, less than or equal to 700	247,699	218,174	245,293
Greater than 700, less than or equal to 750	272,989	232,812	269,715
Greater than 750	287,335	239,612	283,447
<b>1st Mtg LTV Distribution</b>			
Equals 60% or less	224,322	175,770	220,366
Greater than 60%, less than or equal to 70%	283,509	219,638	278,305
Greater than 70%, less than or equal to 80%	291,712	233,499	286,969
Greater than 80%, less than or equal to 90%	296,712	238,953	292,006
Greater than 90%, less than or equal to 100%	258,249	227,183	255,717
Greater than 100%	232,733	222,232	231,873
<b>1st Mtg Production Sold by Investor Type</b>			
Originated for Portfolio	311,961	216,059	302,970
Originated for Sale to Others:	270,390	220,249	266,562
Sale to Fannie/Freddie/Ginnie	247,451	214,020	244,868
All Other Sale to Others	278,584	234,190	274,930
<b>1st Mtg Servicing Released vs Retained</b>			
Servicing Released	271,775	230,867	268,589
Servicing Retained	271,309	235,928	268,129
Number of Companies Reporting	249	22	271

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Quarterly Mortgage Bankers Performance Report

### Residential Loan Production - By Geographic Region Based on Company Headquarters (3)

L1 - Net Loan Production Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	Northeast	Midwest	South	West	Total
<b>ORIGINATION-RELATED INCOME</b>					
Loan Origination Fees	1,423	1,055	1,056	1,337	1,190
Correspondent and Broker Fee Income (1)	71	238	63	48	97
Other Origination-Related Income (2)	480	453	421	594	488
<b>Total Origination-Related Income</b>	<b>1,973</b>	<b>1,745</b>	<b>1,540</b>	<b>1,979</b>	<b>1,775</b>
<b>NET INTEREST INCOME</b>					
Warehousing Income	594	404	609	615	564
Warehousing Expense	595	391	567	573	535
<b>Net Interest Income</b>	<b>(1)</b>	<b>13</b>	<b>42</b>	<b>42</b>	<b>29</b>
<b>SECONDARY MARKETING INCOME</b>					
Secondary Mktg Gains (Losses)	4,132	3,775	4,960	5,144	4,644
Capitalized Servicing/Svg Released Premiums	2,270	2,173	2,880	2,836	2,621
Repurchase Reserve Provision	(67)	(31)	(74)	(82)	(66)
<b>Net Secondary Marketing Income</b>	<b>6,335</b>	<b>5,916</b>	<b>7,766</b>	<b>7,898</b>	<b>7,200</b>
<b>Total Loan Production Revenue</b>	<b>8,307</b>	<b>7,675</b>	<b>9,348</b>	<b>9,920</b>	<b>9,004</b>
<b>EXPENSES</b>					
Personnel	4,923	4,309	5,304	5,528	5,094
Sales Personnel	2,578	1,888	2,516	2,774	2,460
Fulfillment Personnel	946	1,022	1,060	1,219	1,080
Production Support Employees	436	533	587	469	519
Management and Directors	393	354	499	398	423
Benefits	571	512	643	668	612
Occupancy and Equipment	360	305	413	526	416
Technology-Related Expenses	199	186	166	175	177
Other Direct Expenses	1,484	1,172	1,378	1,611	1,420
Outsourcing and Professional fees	251	214	263	271	253
Other Operating Expenses	1,233	959	1,115	1,339	1,167
<b>Direct Loan Production Expenses</b>	<b>6,967</b>	<b>5,971</b>	<b>7,262</b>	<b>7,840</b>	<b>7,107</b>
<b>Corporate Allocation</b>	<b>248</b>	<b>352</b>	<b>393</b>	<b>615</b>	<b>428</b>
<b>Total Loan Production Expense</b>	<b>7,214</b>	<b>6,323</b>	<b>7,655</b>	<b>8,455</b>	<b>7,535</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>1,093</b>	<b>1,351</b>	<b>1,692</b>	<b>1,464</b>	<b>1,470</b>
<b>MEMO ITEMS</b>					
<b>Originations Volume:</b>					
Avg. Total Loans Originated (\$000s)	1,716,185	2,192,406	3,143,292	3,190,870	2,737,971
Avg. Total Loans Originated (#)	6,321	9,309	12,022	11,428	10,411
Average Loan Balance (\$)	270,781	210,118	259,195	297,094	261,032
Avg. Pull-Through (Closings/Applications #)	69.50	71.65	77.44	70.18	72.97
<b>Average Days in Warehouse</b>	<b>20</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>18</b>
<b>Employees:</b>					
Total Production FTEs (excluding 0 reporters)	222	389	379	459	381
<b>Productivity</b>					
<b>Simple Avg.</b>					
Closings per Sales Employee per Mo.	7.1	5.3	6.0	4.8	5.7
Closings per Fulfillment Employee per Mo.	8.0	6.9	7.2	6.6	7.1
Closings per Prod Support Employee per Mo.	20.7	19.5	15.9	18.0	17.9
Closings per Total Prod. Employee per Mo.	2.6	2.4	2.3	2.0	2.3
<b>Weighted Avg.</b>					
Closings per Sales Employee per Mo.	6.1	4.3	5.9	4.6	5.1
Closings per Fulfillment Employee per Mo.	7.2	5.4	7.6	6.0	6.5
Closings per Prod Support Employee per Mo.	11.7	16.6	14.6	16.3	15.1
Closings per Total Prod. Employee per Mo.	2.4	2.1	2.6	2.1	2.3
<b>Median</b>					
Closings per Sales Employee per Mo.	5.7	4.6	4.9	4.1	4.6
Closings per Fulfillment Employee per Mo.	6.2	5.8	6.2	5.7	6.0
Closings per Prod Support Employee per Mo.	14.3	16.3	10.7	14.0	13.5
Closings per Total Prod. Employee per Mo.	2.4	2.2	2.1	1.8	2.1
<b>Number of Companies Reporting</b>	<b>39</b>	<b>58</b>	<b>93</b>	<b>80</b>	<b>271</b>

(1) Correspondent and Broker Income: Fee income earned on loans acquired from correspondents and brokers

(2) Other Originations Income: Underwriting, processing, administration and other fees

(3) Geographic regions are based on the following state assignments:

Midwest: IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI

South: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV

West: AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY

Northeast: CT, MA, ME, NH, NJ, NY, PA, RI, VT

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Quarterly Mortgage Bankers Performance Report

### Residential Loan Production - By Geographic Region Based on Company Headquarters (3)

L2 - Net Loan Production Income and Expense, Basis Points, Simple Average

BASIS POINTS	Northeast	Midwest	South	West	Total
<b>ORIGINATION-RELATED INCOME</b>					
Loan Origination Fees	55.14	51.85	42.84	46.31	47.63
Correspondent and Broker Fee Income (1)	3.00	13.92	2.72	1.43	4.77
Other Origination-Related Income (2)	19.84	25.35	16.04	21.52	20.36
<b>Total Origination-Related Income</b>	<b>77.99</b>	<b>91.11</b>	<b>61.60</b>	<b>69.27</b>	<b>72.76</b>
<b>NET INTEREST INCOME</b>					
Warehousing Income	21.00	18.39	23.00	20.67	21.10
Warehousing Expense	20.80	17.48	21.54	19.47	20.04
<b>Net Interest Income</b>	<b>0.19</b>	<b>0.91</b>	<b>1.46</b>	<b>1.19</b>	<b>1.06</b>
<b>SECONDARY MARKETING INCOME</b>					
Secondary Mktg Gains (Losses)	151.26	181.73	196.99	181.70	183.66
Capitalized Servicing/Svg Released Premiums	83.08	102.41	110.99	97.06	100.94
Repurchase Reserve Provision	(2.63)	(1.42)	(2.68)	(2.71)	(2.40)
<b>Net Secondary Marketing Income</b>	<b>231.71</b>	<b>282.72</b>	<b>305.30</b>	<b>276.05</b>	<b>282.21</b>
<b>Total Loan Production Revenue</b>	<b>309.89</b>	<b>374.75</b>	<b>368.35</b>	<b>346.51</b>	<b>356.02</b>
<b>EXPENSES</b>					
Personnel	183.00	208.58	209.68	195.88	201.67
Sales Personnel	93.06	90.24	99.19	98.52	96.06
Fulfillment Personnel	35.59	49.13	42.47	43.68	43.25
Production Support Employees	16.67	25.98	22.53	16.16	20.62
Management and Directors	16.04	17.36	20.06	14.35	17.33
Benefits	21.63	25.87	25.42	23.18	24.41
Occupancy and Equipment	13.96	15.05	16.49	18.52	16.51
Technology-Related Expenses	7.85	9.37	6.71	6.05	7.25
Other Direct Expenses	53.75	58.75	55.84	54.87	56.26
Outsourcing and Professional fees	8.97	10.68	10.23	9.19	9.86
Other Operating Expenses	44.78	48.07	45.61	45.68	46.40
<b>Direct Loan Production Expenses</b>	<b>258.55</b>	<b>291.75</b>	<b>288.72</b>	<b>275.32</b>	<b>281.68</b>
<b>Corporate Allocation</b>	<b>10.13</b>	<b>16.90</b>	<b>15.76</b>	<b>21.39</b>	<b>16.80</b>
<b>Total Loan Production Expense</b>	<b>268.68</b>	<b>308.65</b>	<b>304.48</b>	<b>296.71</b>	<b>298.48</b>
<b>TOTAL NET PRODUCTION INCOME</b>	<b>41.21</b>	<b>66.10</b>	<b>63.87</b>	<b>49.80</b>	<b>57.54</b>
<b>MEMO ITEMS</b>					
<b>Originations Volume:</b>					
Avg. Total Loans Originated (\$000s)	1,716,185	2,192,406	3,143,292	3,190,870	2,737,971
Avg. Total Loans Originated (#)	6,321	9,309	12,022	11,428	10,411
Average Loan Balance (\$)	270,781	210,118	259,195	297,094	261,032
Avg. Pull-Through (Closings/Applications #)	69.50	71.65	77.44	70.18	72.97
<b>Average Days in Warehouse</b>	<b>20</b>	<b>17</b>	<b>18</b>	<b>17</b>	<b>18</b>
<b>Employees:</b>					
Total Production FTEs (excluding 0 reporters)	222	389	379	459	381
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Closings per Total Prod. Employee per Mo.	2.6	2.4	2.3	2.0	2.3
<b>Weighted Avg.</b>					
Closings per Sales Employee per Mo.	6.1	4.3	5.9	4.6	5.1
Closings per Fulfillment Employee per Mo.	7.2	5.4	7.6	6.0	6.5
Closings per Prod Support Employee per Mo.	11.7	16.6	14.6	16.3	15.1
Closings per Total Prod. Employee per Mo.	2.4	2.1	2.6	2.1	2.3
<b>Median</b>					
Closings per Sales Employee per Mo.	5.7	4.6	4.9	4.1	4.6
Closings per Fulfillment Employee per Mo.	6.2	5.8	6.2	5.7	6.0
Closings per Prod Support Employee per Mo.	14.3	16.3	10.7	14.0	13.5
Closings per Total Prod. Employee per Mo.	2.4	2.2	2.1	1.8	2.1
<b>Number of Companies Reporting</b>	<b>39</b>	<b>58</b>	<b>93</b>	<b>80</b>	<b>271</b>

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West: AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY

Northeast: CT, MA, ME, NH, NJ, NY, PA, RI, VT

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Quarterly Mortgage Bankers Performance Report

### Residential Loan Production - By Geographic Region Based on Company Headquarters (1)

L3 - Production Mix (\$), Simple Average

PERCENT BASED ON \$	Northeast	Midwest	South	West	Total
Avg. Total Loans Originated (\$000s)	1,716,185	2,192,406	3,143,292	3,190,870	2,737,971
Avg. Total Loans Originated (#)	6,321	9,309	12,022	11,428	10,411
Average Loan Balance	270,781	210,118	259,195	297,094	261,032
<b>Production Mix by Product Type</b>					
First Mortgages:	99.77	99.45	99.79	98.79	99.37
Government (FHA/VA/RHS) - Fixed	30.17	26.37	34.10	29.65	30.74
Government (FHA/VA/RHS) - ARM	0.26	0.01	0.07	0.14	0.11
Prime (Conforming) - Fixed	59.85	66.15	58.26	58.66	60.10
Prime (Conforming) - ARM	2.14	0.92	1.18	1.29	1.29
Prime (Non-Conforming Jumbo) - Fixed	4.58	2.67	4.15	5.22	4.20
Prime (Non-Conforming Jumbo) - ARM	1.53	1.12	1.29	1.84	1.45
Other Fixed	0.58	2.01	0.63	0.92	1.01
Other ARM	0.67	0.18	0.11	1.07	0.49
Closed-End Second Mortgages	0.04	0.10	0.08	0.34	0.16
Funded HELOCs	0.06	0.01	0.07	0.17	0.09
Reverse	0.08	0.04	0.05	0.69	0.29
Other	0.04	0.40	0.01	0.01	0.10
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	95.39	97.75	97.35	95.62	96.65
ARM	4.61	2.25	2.65	4.38	3.35
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	7.39	4.65	7.66	8.94	7.33
Non-Jumbo	92.61	95.35	92.34	91.06	92.67
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	84.23	83.26	90.08	85.43	86.27
Broker Wholesale and Correspondent	15.77	16.74	9.92	14.57	13.73
Broker Wholesale	9.77	4.91	3.64	9.60	6.54
Correspondent	6.00	11.83	6.28	4.97	7.20
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>					
Purchase	60.87	67.68	73.17	57.66	65.72
Refinancing	39.13	32.32	26.83	42.34	34.28
Rate-Term	23.53	18.41	14.74	22.68	19.10
Cash-Out	15.02	13.12	11.04	17.89	14.05
Other / Unknown	0.57	0.79	1.05	1.76	1.13
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	1.54	0.82	1.74	1.86	1.57
Greater than 600, less than or equal to 650	9.39	9.04	10.09	8.87	9.43
Greater than 650, less than or equal to 700	18.81	18.80	18.79	18.36	18.71
Greater than 700, less than or equal to 750	26.13	26.32	25.54	27.61	26.41
Greater than 750	44.14	45.02	43.84	43.31	43.88
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Simple Average FICO (based on #)</b>	727	729	726	725	726
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	9.38	8.08	7.10	11.99	9.07
Greater than 60%, less than or equal to 70%	8.19	7.02	6.61	10.11	7.95
Greater than 70%, less than or equal to 80%	28.50	28.15	25.40	28.36	27.25
Greater than 80%, less than or equal to 90%	15.72	15.30	14.77	14.45	14.90
Greater than 90%, less than or equal to 100%	36.28	39.30	44.24	33.63	38.96
Greater than 100%	1.93	2.15	1.88	1.46	1.87
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	81.67	81.80	83.92	78.18	81.52
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	0.03	0.04	0.01	0.14	0.06
Originated for Sale to Others:	99.97	99.96	99.99	99.86	99.94
Sale to Fannie/Freddie/Ginnie	35.14	40.69	26.19	32.92	32.70
All Other Sale to Others	64.84	59.27	73.79	66.93	67.24
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	73.63	70.94	83.06	75.33	76.64
Servicing Retained	26.37	29.06	16.94	24.67	23.36
Total	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	39	58	93	80	271

(1) Geographic regions are based on the following state assignments:

Midwest: IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI

South: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV

West: AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY

Northeast: CT, MA, ME, NH, NJ, NY, PA, RI, VT



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

**Quarterly Mortgage Bankers Performance Report**  
**Residential Loan Production - By Geographic Region Based on Company Headquarters (1)**  
 L4 - Production Mix (#), Simple Average

PERCENT BASED ON #	Northeast	Midwest	South	West	Total
Avg. Total Loans Originated (\$000s)	1,716,185	2,192,406	3,143,292	3,190,870	2,737,971
Avg. Total Loans Originated (#)	6,321	9,309	12,022	11,428	10,411
Average Loan Balance	270,781	210,118	259,195	297,094	261,032
<b>Production Mix by Product Type</b>					
First Mortgages:	98.83	98.45	98.54	94.92	97.46
Government (FHA/VA/RHS) - Fixed	32.06	28.84	35.77	30.06	32.25
Government (FHA/VA/RHS) - ARM	0.28	0.01	0.06	0.14	0.11
Prime (Conforming) - Fixed	61.17	65.42	58.93	58.61	60.35
Prime (Conforming) - ARM	1.69	0.77	0.98	1.11	1.07
Prime (Non-Conforming Jumbo) - Fixed	2.10	0.98	1.74	2.51	1.85
Prime (Non-Conforming Jumbo) - ARM	0.58	0.36	0.50	0.84	0.58
Other Fixed	0.54	1.96	0.48	0.84	0.92
Other ARM	0.42	0.10	0.07	0.80	0.34
Closed-End Second Mortgages	0.92	1.07	1.19	3.70	1.86
Funded HELOCs	0.12	0.02	0.18	0.39	0.20
Reverse	0.11	0.05	0.07	0.94	0.36
Other	0.03	0.41	0.02	0.06	0.12
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	97.02	98.73	98.35	97.01	97.85
ARM	2.98	1.27	1.65	2.99	2.15
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	3.52	1.96	3.89	4.55	3.60
Non-Jumbo	96.48	98.04	96.11	95.45	96.40
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	84.46	83.54	90.17	85.98	86.54
Broker Wholesale and Correspondent	15.54	16.46	9.83	14.02	13.46
Broker Wholesale	9.50	4.74	3.49	9.14	6.28
Correspondent	6.04	11.72	6.34	4.88	7.18
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Purchase vs Refi</b>					
Purchase	62.72	70.21	75.04	58.98	67.56
Refinancing	37.28	29.79	24.96	41.02	32.44
Rate-Term	21.80	16.05	12.90	20.87	17.18
Cash-Out	14.97	13.00	11.08	18.43	14.19
Other / Unknown	0.51	0.74	0.98	1.72	1.08
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	1.73	0.96	1.79	1.97	1.68
Greater than 600, less than or equal to 650	10.55	10.54	11.44	10.10	10.74
Greater than 650, less than or equal to 700	20.26	20.73	20.23	19.74	20.24
Greater than 700, less than or equal to 750	25.76	26.34	25.27	27.03	26.09
Greater than 750	41.70	41.43	41.27	41.15	41.24
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mortgage Simple Average FICO (based on #)</b>	727	729	726	725	726
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	10.75	9.74	8.88	14.51	10.98
Greater than 60%, less than or equal to 70%	7.79	6.76	6.36	9.64	7.61
Greater than 70%, less than or equal to 80%	26.72	25.87	23.64	26.39	25.32
Greater than 80%, less than or equal to 90%	14.53	13.75	13.41	13.25	13.58
Greater than 90%, less than or equal to 100%	38.09	41.21	45.50	34.64	40.35
Greater than 100%	2.11	2.67	2.21	1.58	2.17
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Average LTV (based on \$)</b>	81.67	81.80	83.92	78.18	81.52
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	0.03	0.05	0.01	0.13	0.05
Originated for Sale to Others:	99.97	99.95	99.99	99.87	99.95
Sale to Fannie/Freddie/Ginnie	37.10	41.44	26.94	34.11	33.75
All Other Sale to Others	62.87	58.52	73.06	65.76	66.20
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	73.04	70.32	84.66	74.23	76.63
Servicing Retained	26.96	29.68	15.34	25.77	23.37
Total	100.00	100.00	100.00	100.00	100.00
Number of Companies Reporting	39	58	93	80	271

(1) Geographic regions are based on the following state assignments:  
 Midwest: IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI  
 South: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV  
 West: AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY  
 Northeast: CT, MA, ME, NH, NJ, NY, PA, RI, VT

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Quarterly Mortgage Bankers Performance Report

### Residential Loan Production - By Geographic Region Based on Company Headquarters (1)

L5 - Production Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	Northeast	Midwest	South	West	Total
Avg. Total Loans Originated (\$000s)	1,716,185	2,192,406	3,143,292	3,190,870	2,737,971
Avg. Total Loans Originated (#)	6,321	9,309	12,022	11,428	10,411
Average Loan Balance	270,781	210,118	259,195	297,094	261,032
<b>Production Mix by Product Type</b>					
First Mortgages:	273,255	212,373	262,434	309,187	266,533
Government (FHA/VA/RHS) - Fixed	246,395	190,803	247,279	284,958	245,807
Government (FHA/VA/RHS) - ARM	358,256	274,119	303,067	329,210	317,098
Prime (Conforming) - Fixed	264,285	211,707	255,218	294,346	258,331
Prime (Conforming) - ARM	353,219	306,419	339,030	395,605	352,423
Prime (Non-Conforming Jumbo) - Fixed	704,015	690,289	707,625	748,708	716,396
Prime (Non-Conforming Jumbo) - ARM	820,511	758,720	812,261	867,673	821,439
Other Fixed	325,208	293,384	344,390	382,514	346,378
Other ARM	452,153	363,559	437,837	473,036	453,228
Closed-End Second Mortgages	19,484	36,744	39,987	25,764	31,579
Funded HELOCs	144,305	101,030	128,976	122,270	125,247
Reverse	247,455	175,939	221,547	220,556	215,714
Other	190,721	186,763	342,871	136,489	190,666
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	267,312	209,840	259,204	303,493	262,347
ARM	498,898	487,211	530,684	557,860	526,190
<b>1st Mtg Jumbo vs. Non-Jumbo</b>					
Jumbo	705,678	674,925	711,455	758,210	718,143
Non-Jumbo	258,700	205,312	251,029	290,806	253,588
<b>1st Mtg Production Channel Mix</b>					
Retail/Consumer Direct	271,561	215,173	262,536	302,178	265,264
Broker Wholesale and Correspondent	276,855	194,065	237,725	340,973	267,720
Broker Wholesale	289,660	204,028	242,133	324,457	271,781
Correspondent	299,875	186,155	228,817	364,535	269,759
<b>1st Mtg Purchase vs Refi</b>					
Purchase	267,862	204,460	255,685	305,168	260,562
Refinancing	290,660	231,302	283,617	321,199	283,890
Rate-Term	305,566	244,695	303,731	339,740	301,282
Cash-Out	274,349	212,719	256,380	293,676	260,347
Other / Unknown	487,007	234,699	282,311	307,636	304,904
<b>1st Mtg FICO Score Distribution</b>					
Equals 600 or less	243,563	179,927	339,013	265,323	270,639
Greater than 600, less than or equal to 650	236,421	179,469	226,674	267,116	229,513
Greater than 650, less than or equal to 700	250,417	191,455	241,612	287,730	245,293
Greater than 700, less than or equal to 750	277,054	212,510	264,267	315,795	269,715
Greater than 750	289,658	231,178	278,006	326,617	283,447
<b>1st Mtg LTV Distribution</b>					
Equals 60% or less	236,015	178,610	208,959	257,988	220,366
Greater than 60%, less than or equal to 70%	287,958	222,820	270,493	325,172	278,305
Greater than 70%, less than or equal to 80%	291,336	231,508	281,056	334,031	286,969
Greater than 80%, less than or equal to 90%	291,741	235,964	287,942	339,605	292,006
Greater than 90%, less than or equal to 100%	256,018	201,862	253,909	298,380	255,717
Greater than 100%	246,318	169,312	224,718	279,700	231,873
<b>1st Mtg Production Sold by Investor Type</b>					
Originated for Portfolio	282,704	280,071	344,430	287,460	302,970
Originated for Sale to Others:	285,099	207,288	258,518	313,240	266,562
Sale to Fannie/Freddie/Ginnie	251,365	187,734	244,050	284,371	244,868
All Other Sale to Others	279,238	214,690	263,973	329,061	274,930
<b>1st Mtg Servicing Released vs Retained</b>					
Servicing Released	271,919	214,064	260,915	311,625	268,589
Servicing Retained	257,746	229,450	248,829	310,696	268,129
Number of Companies Reporting	39	58	93	80	271

(1) Geographic regions are based on the following state assignments:

Midwest: IA, IL, IN, KS, MI, MN, MO, ND, NE, OH, SD, WI

South: AL, AR, DC, DE, FL, GA, KY, LA, MD, MS, NC, OK, SC, TN, TX, VA, WV

West: AK, AZ, CA, CO, HI, ID, MT, NM, NV, OR, UT, WA, WY

Northeast: CT, MA, ME, NH, NJ, NY, PA, RI, VT

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - Historical

L1 - Servicing Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
<b>DIRECT REVENUE</b>							
Servicing Fees	517	514	501	496	506	511	516
First Mortgages, Seconds, Other	479	485	475	470	480	489	498
Subservicing Fees Earned	38	28	26	26	26	22	18
Late Fees and Other Ancillary Income	38	49	46	55	38	34	33
<b>Total Direct Servicing Revenue</b>	556	563	548	551	544	545	550
<b>DIRECT EXPENSES</b>							
Personnel	90	91	96	99	97	82	84
Loan Administration Employees	81	79	86	88	87	72	74
Benefits	8	9	10	10	10	10	9
Other Personnel Expenses	2	3	1	1	1	1	1
Occupancy and Equipment	7	5	6	6	6	6	6
Other Direct Expenses	156	165	155	146	162	134	148
Subservicing Fees Paid	121	137	120	113	127	105	115
Other Miscellaneous Expenses	35	28	35	34	35	30	33
<b>Total Direct Expenses</b>	253	262	257	251	265	222	238
<b>DIRECT SERVICING NET INCOME</b>	303	301	291	301	280	323	311
<b>INDIRECT EXPENSES</b>							
Unreimbursed FC/REO Svg Expenses	8	4	6	8	4	6	7
Corporate Allocation	21	24	20	20	20	17	18
<b>Total Indirect Expenses</b>	30	27	26	28	25	22	25
<b>Total Loan Servicing Expenses</b>	282	289	283	279	289	245	263
<b>NET INTEREST INCOME</b>							
Escrow Earnings	3	3	7	6	9	3	7
Corporate Interest Losses on MBS Pools	(2)	(2)	(4)	(3)	(5)	(2)	(4)
Other Interest Expense	(11)	(10)	(14)	(14)	(13)	(10)	(12)
<b>Net Interest Income</b>	(11)	(9)	(10)	(11)	(9)	(10)	(9)
<b>NET OPERATING INCOME</b>	262	264	255	261	246	291	277
<b>MSR FINANCIAL ITEMS</b>							
Amortized Cost of Servicing Rights / Loan Decay	(99)	(82)	(112)	(96)	(127)	(84)	(125)
Net Gain (Loss) on Bulk Sale of Servicing	(6)	22	(1)	(2)	0	13	(1)
Net Gain (Loss) from MSR Valuations & Hedging	(94)	(1)	(258)	(353)	(165)	(1)	(249)
<b>Total Financial Items</b>	(199)	(61)	(371)	(451)	(292)	(73)	(375)
<b>TOTAL NET FINANCIAL INCOME</b>	64	203	(116)	(190)	(46)	218	(98)
<b>Memorandum Items:</b>							
Average Servicing Portfolio (\$000)	15,074,128	9,553,656	13,939,545	13,963,052	13,916,038	8,864,346	9,692,435
Average Servicing Portfolio (#)	91,569	53,636	75,010	75,810	74,209	51,183	54,794
Average Loan Balance (\$)	185,618	188,974	185,323	183,767	186,457	181,492	182,897
# Servicing FTEs (excluding 0 reporters)	142	79	93	89	95	86	82
Average Loans Serviced per FTE (Simple)	1,040	1,105	1,060	1,056	1,118	1,171	1,058
Average Loans Serviced per FTE (Weighted)	789	735	809	810	738	597	738
Average Loans Serviced per FTE (Median)	919	742	826	813	757	758	834
Average Personnel Cost per FTE (Simple)	60,950	61,721	62,336	61,181	64,487	61,576	61,762
Average Personnel Cost per FTE (Weighted)	77,276	69,255	71,882	70,975	72,809	65,802	69,498
Average Personnel Cost per FTE (Median)	59,556	59,399	61,462	60,122	65,100	61,000	60,000
Subservicing for Others (% based on \$)	8.39	7.36	7.12	7.11	7.18	5.06	5.07
Subservicing for Others (% based on #)	8.98	7.42	7.22	7.27	7.19	5.23	5.26
Subservicing for Others - Avg Balance (\$)	152,787	164,363	156,714	152,705	165,061	133,328	141,101
Subservicing by Others (% based on \$)	51.84	58.78	57.68	56.93	58.05	55.29	55.32
Subservicing by Others (% based on #)	51.62	58.59	57.82	56.40	58.94	54.78	54.93
Subservicing by Others - Avg Balance (\$)	198,848	202,115	197,490	198,258	198,090	205,937	201,477
Number of Companies	126	134	111	111	111	80	80

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - Historical

L2 - Servicing Income and Expense, Basis Points, Simple Average

BASIS POINTS	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
<b>DIRECT REVENUE</b>							
Servicing Fees	27.89	27.77	27.60	27.61	27.68	28.82	28.77
First Mortgages, Seconds, Other	26.00	25.89	25.76	25.72	25.87	26.83	27.22
Subservicing Fees Earned	1.89	1.88	1.83	1.89	1.80	2.00	1.55
Late Fees and Other Ancillary Income	2.32	2.60	2.63	3.05	2.25	2.17	2.26
<b>Total Direct Servicing Revenue</b>	<b>30.21</b>	<b>30.37</b>	<b>30.22</b>	<b>30.66</b>	<b>29.92</b>	<b>30.99</b>	<b>31.03</b>
<b>DIRECT EXPENSES</b>							
Personnel	5.12	5.22	5.67	5.90	5.66	5.13	5.21
Loan Administration Employees	4.55	4.51	5.03	5.23	5.03	4.47	4.56
Benefits	0.47	0.52	0.59	0.61	0.57	0.60	0.59
Other Personnel Expenses	0.10	0.19	0.06	0.06	0.06	0.06	0.06
Occupancy and Equipment	0.41	0.33	0.35	0.37	0.34	0.36	0.38
Other Direct Expenses	8.47	8.67	8.37	8.00	8.68	7.31	8.04
Subservicing Fees Paid	6.31	7.09	6.32	5.99	6.61	5.49	5.98
Other Miscellaneous Expenses	2.16	1.58	2.04	2.00	2.06	1.82	2.06
<b>Total Direct Expenses</b>	<b>14.01</b>	<b>14.22</b>	<b>14.39</b>	<b>14.27</b>	<b>14.67</b>	<b>12.80</b>	<b>13.63</b>
<b>DIRECT SERVICING NET INCOME</b>	<b>16.21</b>	<b>16.15</b>	<b>15.83</b>	<b>16.39</b>	<b>15.25</b>	<b>18.19</b>	<b>17.40</b>
<b>INDIRECT EXPENSES</b>							
Unreimbursed FC/REO Svg Expenses	0.53	0.25	0.42	0.55	0.30	0.40	0.50
Corporate Allocation	1.14	1.37	1.26	1.28	1.29	1.12	1.25
<b>Total Indirect Expenses</b>	<b>1.67</b>	<b>1.62</b>	<b>1.68</b>	<b>1.84</b>	<b>1.59</b>	<b>1.52</b>	<b>1.76</b>
<b>Total Loan Servicing Expenses</b>	<b>15.68</b>	<b>15.84</b>	<b>16.07</b>	<b>16.11</b>	<b>16.26</b>	<b>14.33</b>	<b>15.39</b>
<b>NET INTEREST INCOME</b>							
Escrow Earnings	0.17	0.16	0.40	0.34	0.45	0.14	0.40
Corporate Interest Losses on MBS Pools	(0.12)	(0.12)	(0.19)	(0.15)	(0.22)	(0.14)	(0.22)
Other Interest Expense	(0.62)	(0.50)	(0.65)	(0.69)	(0.61)	(0.48)	(0.57)
<b>Net Interest Income</b>	<b>(0.57)</b>	<b>(0.47)</b>	<b>(0.44)</b>	<b>(0.49)</b>	<b>(0.38)</b>	<b>(0.47)</b>	<b>(0.40)</b>
<b>NET OPERATING INCOME</b>	<b>13.97</b>	<b>14.06</b>	<b>13.71</b>	<b>14.06</b>	<b>13.28</b>	<b>16.19</b>	<b>15.24</b>
<b>MSR FINANCIAL ITEMS</b>							
Amortized Cost of Servicing Rights / Loan Decay	(5.36)	(4.48)	(6.03)	(5.34)	(6.72)	(4.75)	(6.95)
Net Gain (Loss) on Bulk Sale of Servicing	(0.29)	1.10	(0.16)	(0.25)	0.00	0.60	(0.20)
Net Gain (Loss) from MSR Valuations & Hedging	(4.30)	0.05	(13.12)	(17.56)	(8.94)	(0.04)	(12.49)
<b>Total Financial Items</b>	<b>(9.94)</b>	<b>(3.33)</b>	<b>(19.31)</b>	<b>(23.16)</b>	<b>(15.66)</b>	<b>(4.18)</b>	<b>(19.64)</b>
<b>TOTAL NET FINANCIAL INCOME</b>	<b>4.02</b>	<b>10.73</b>	<b>(5.60)</b>	<b>(9.10)</b>	<b>(2.38)</b>	<b>12.01</b>	<b>(4.40)</b>
<b>Memorandum Items:</b>							
Average Servicing Portfolio (\$000)	15,074,128	9,553,656	13,939,545	13,963,052	13,916,038	8,864,346	9,692,435
Average Servicing Portfolio (#)	91,569	53,636	75,010	75,810	74,209	51,183	54,794
Average Loan Balance (\$)	185,618	188,974	185,323	183,767	186,457	181,492	182,897
# Servicing FTEs (excluding 0 reporters)	142	79	93	89	95	86	82
Average Loans Serviced per FTE	1,040	1,105	1,060	1,056	1,118	1,171	1,058
Average Loans Serviced per FTE (Weighted)	789	735	809	810	738	597	738
Average Loans Serviced per FTE (Median)	919	742	826	813	757	758	834
Average Personnel Cost per FTE	60,950	61,721	62,336	61,181	64,487	61,576	61,762
Average Personnel Cost per FTE (Weighted)	77,276	69,255	71,882	70,975	72,809	65,802	69,498
Average Personnel Cost per FTE (Median)	59,556	59,399	61,462	60,122	65,100	61,000	60,000
Subservicing for Others (% based on \$)	8.39	7.36	7.12	7.11	7.18	5.06	5.07
Subservicing for Others (% based on #)	8.98	7.42	7.22	7.27	7.19	5.23	5.26
Subservicing for Others - Avg Balance (\$)	152,787	164,363	156,714	152,705	165,061	133,328	141,101
Subservicing by Others (% based on \$)	51.84	58.78	57.68	56.93	58.05	55.29	55.32
Subservicing by Others (% based on #)	51.62	58.59	57.82	56.40	58.94	54.78	54.93
Subservicing by Others - Avg Balance (\$)	198,848	202,115	197,490	198,258	198,090	205,937	201,477
Number of Companies Reporting	126	134	111	111	111	80	80

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report Residential Loan Servicing - Historical L3 - Servicing Mix (\$), Simple Average

% BASED ON \$	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
Average Owned Servicing Portfolio (\$000)	10,126,636	6,337,635	10,891,975	10,990,189	10,793,760	7,169,553	7,499,711
Average Owned Servicing Portfolio (#)	61,787	35,102	56,726	57,699	55,754	40,337	41,383
Average Loan Balance (\$)	184,297	186,533	185,967	184,713	186,727	182,729	184,122
<b>Servicing Mix</b>							
First Mortgages:	98.17	94.94	95.24	95.22	95.27	94.44	94.70
Government (FHA/VA/RHS)	32.17	28.57	30.06	31.57	29.08	30.72	30.63
Prime (Conforming and Jumbo) - Fixed	61.34	60.27	59.93	58.21	61.12	59.78	59.47
Prime (Conforming and Jumbo) - ARM	1.34	1.25	0.70	0.74	0.67	0.92	0.78
Other Fixed	2.31	3.68	3.46	3.59	3.32	2.08	2.80
Other ARM	1.01	1.17	1.09	1.11	1.08	0.93	1.01
Closed-End Second Mortgages	0.28	0.10	0.07	0.08	0.06	0.10	0.08
Funded HELOCs	0.04	0.05	0.02	0.02	0.01	0.03	0.02
Other	1.51	4.92	4.67	4.68	4.66	5.43	5.19
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>							
Fixed Rate	96.63	95.47	96.41	95.97	96.81	95.58	95.84
ARM	3.37	4.53	3.59	4.03	3.19	4.42	4.16
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>							
Interest Only	1.38	1.41	1.90	1.59	2.05	1.18	2.22
Non-Interest Only	98.62	98.59	98.10	98.41	97.95	98.82	97.78
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>							
Owner Occupied	90.99	89.86	92.03	91.57	92.44	89.65	91.35
Non-Owner Occupied	9.01	10.14	7.97	8.43	7.56	10.35	8.65
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>Servicing by Investor Type</b>							
Serviced for Portfolio	3.80	0.82	1.07	0.93	1.20	0.77	1.00
Serviced for Others:	96.20	99.18	98.93	99.07	98.80	99.23	99.00
Fannie/Freddie/Ginnie	86.49	91.23	91.07	91.16	90.93	91.04	90.72
Serviced for Fannie Mae	45.29	47.76	47.63	47.71	47.60	46.52	45.55
Serviced for Freddie Mac	13.28	15.47	15.46	15.17	15.69	16.33	17.17
Serviced for Ginnie Mae	27.92	27.99	27.98	28.28	27.64	28.19	28.00
Other Investors	9.71	7.95	7.86	7.91	7.87	8.19	8.29
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg in Bankruptcy (% based on #)</b>	0.62	0.70	0.75	0.78	0.70	0.70	0.72
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	1.57	1.87	1.69	1.64	1.71	1.75	1.65
<b>Agency Servicing Seriously Delinquent Rate</b>	1.45	1.36	1.22	1.24	1.28	1.17	1.17
Number of Companies Reporting	126	134	111	111	111	80	80



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report Residential Loan Servicing - Historical L4 - Servicing Mix (#), Simple Average

% BASED ON #	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
Average Owned Servicing Portfolio (\$000)	10,126,636	6,337,635	10,891,975	10,990,189	10,793,760	7,169,553	7,499,711
Average Owned Servicing Portfolio (#)	61,787	35,102	56,726	57,699	55,754	40,337	41,383
Average Loan Balance (\$)	184,297	186,533	185,967	184,713	186,727	182,729	184,122
<b>Servicing Mix</b>							
First Mortgages:	97.35	94.61	94.99	94.94	95.04	94.32	94.55
Government (FHA/VA/RHS)	32.54	29.10	30.68	32.11	29.72	31.42	31.32
Prime (Conforming and Jumbo) - Fixed	61.00	60.33	59.76	58.17	60.89	59.82	59.51
Prime (Conforming and Jumbo) - ARM	1.04	0.98	0.58	0.60	0.55	0.75	0.64
Other Fixed	2.10	3.37	3.14	3.23	3.04	1.70	2.30
Other ARM	0.68	0.82	0.84	0.84	0.85	0.62	0.78
Closed-End Second Mortgages	0.91	0.34	0.24	0.27	0.20	0.28	0.24
Funded HELOCs	0.13	0.14	0.07	0.07	0.07	0.09	0.09
Other	1.61	4.91	4.70	4.71	4.70	5.31	5.12
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>							
Fixed Rate	97.16	96.27	96.90	96.51	97.25	96.39	96.39
ARM	2.84	3.73	3.10	3.49	2.75	3.61	3.61
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>							
Interest Only	1.29	1.29	1.81	1.50	1.97	1.09	2.12
Non-Interest Only	98.71	98.71	98.19	98.50	98.03	98.91	97.88
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>							
Owner Occupied	89.39	88.27	90.49	90.04	90.90	88.15	89.74
Non-Owner Occupied	10.61	11.73	9.51	9.96	9.10	11.85	10.26
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>Servicing by Investor Type</b>							
Serviced for Portfolio	3.44	0.75	0.93	0.84	1.01	0.68	0.83
Serviced for Others:	96.56	99.25	99.07	99.16	98.99	99.32	99.17
Fannie/Freddie/Ginnie	87.18	91.72	91.65	91.79	91.47	91.48	91.17
Serviced for Fannie Mae	46.01	48.76	48.15	48.42	47.97	47.45	46.07
Serviced for Freddie Mac	12.89	14.71	15.07	14.57	15.49	15.50	16.67
Serviced for Ginnie Mae	28.28	28.25	28.42	28.81	28.00	28.53	28.43
Other Investors	9.38	7.53	7.42	7.37	7.53	7.84	8.00
Total	100.00	100.00	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg in Bankruptcy (%)</b>	0.44	0.41	0.53	0.54	0.53	0.45	0.53
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	1.55	1.90	1.75	1.71	1.75	1.82	1.72
<b>Agency Servicing Seriously Delinquent Rate</b>	1.52	1.36	1.25	1.25	1.30	1.21	1.20
Number of Companies Reporting	126	134	111	111	111	80	80

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Servicing - Historical  
L5 - Servicing Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
Average Owned Servicing Portfolio (\$000)	10,126,636	6,337,635	10,891,975	10,990,189	10,793,760	7,169,553	7,499,711
Average Owned Servicing Portfolio (#)	61,787	35,102	56,726	57,699	55,754	40,337	41,383
Average Loan Balance (\$)	184,297	186,533	185,967	184,713	186,727	182,729	184,122
<b>Servicing Mix</b>							
First Mortgages:	185,727	188,717	187,104	185,948	187,781	184,519	185,299
Government (FHA/VA/RHS) - Fixed	181,001	185,038	179,745	178,387	179,663	175,888	180,637
Government (FHA/VA/RHS) - ARM	203,265	208,702	217,549	207,851	216,585	206,844	206,290
Prime (Conforming and Jumbo) - Fixed	187,037	189,571	194,668	192,229	195,502	187,056	190,808
Prime (Conforming and Jumbo) - ARM	245,608	252,778	264,800	265,154	267,614	239,396	259,279
Other Fixed	193,173	224,757	228,683	225,902	229,716	228,408	258,469
Other ARM	308,975	282,980	333,207	330,753	339,390	356,348	370,174
Closed-End Second Mortgages	51,393	43,331	44,089	44,680	43,877	45,346	42,642
Funded HELOCs	48,476	97,663	69,764	70,077	53,244	131,631	83,379
Other	143,520	150,184	147,197	150,019	145,789	150,596	163,326
<b>1st Mtg Fixed Rate vs ARM</b>							
Fixed Rate	184,169	186,120	185,416	184,163	186,199	181,991	183,297
ARM	239,139	242,112	242,518	240,805	247,228	232,222	234,892
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>							
Interest Only	333,672	346,256	339,885	347,656	355,634	332,835	357,589
Non-Interest Only	185,574	188,439	186,891	185,749	187,716	184,354	185,061
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>							
Owner Occupied	189,445	193,145	190,457	189,288	191,162	188,961	188,851
Non-Owner Occupied	157,378	165,239	158,107	157,519	158,320	161,577	157,948
<b>Servicing by Investor Type</b>							
Serviced for Portfolio	197,454	197,105	205,824	197,042	213,506	199,857	208,267
Serviced for Others:	186,882	188,053	186,662	185,870	187,006	184,067	184,970
Fannie/Freddie/Ginnie	183,323	185,761	184,232	183,101	184,877	182,715	182,909
Serviced for Fannie Mae	185,355	184,531	185,705	182,024	186,916	181,101	182,563
Serviced for Freddie Mac	203,400	207,561	195,988	202,281	195,011	203,915	198,555
Serviced for Ginnie Mae	182,580	187,400	189,073	187,049	188,708	181,157	185,935
Other Investors	198,635	202,870	251,565	241,038	235,730	200,439	231,675
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	175,826	177,231	174,697	171,032	179,921	172,644	173,436
<b>Agency Servicing Seriously Delinquent</b>	176,117	180,277	177,935	178,057	178,530	177,062	177,895
Number of Companies Reporting	126	134	111	111	111	80	80

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - By Servicing Volume #

M1 - Servicing Income and Expense, \$ per loan, Simple Average

\$ PER LOAN	<2,500	2,500-10,000	10,000-50,000	>50,000	Total
<b>DIRECT REVENUE</b>					
Servicing Fees	445	556	539	463	501
First Mortgages, Seconds, Other	454	535	517	375	475
Subservicing Fees Earned	(9)	21	21	88	26
Late Fees and Other Ancillary Income	23	24	60	82	46
<b>Total Direct Servicing Revenue</b>	468	580	598	545	548
<b>DIRECT EXPENSES</b>					
Personnel	154	81	56	92	96
Loan Administration Employees	143	69	49	79	86
Benefits	11	11	7	12	10
Other Personnel Expenses	1	1	0	1	1
Occupancy and Equipment	2	10	6	7	6
Other Direct Expenses	160	149	175	124	155
Subservicing Fees Paid	150	113	138	60	120
Other Miscellaneous Expenses	11	35	37	64	35
<b>Total Direct Expenses</b>	317	239	237	223	257
<b>DIRECT SERVICING NET INCOME</b>	152	341	362	322	291
<b>INDIRECT EXPENSES</b>					
Unreimbursed FC/REO Svg Expenses	2	10	9	4	6
Corporate Allocation	22	11	18	30	20
<b>Total Indirect Expenses</b>	23	22	26	34	26
<b>Total Loan Servicing Expenses</b>	340	260	263	257	283
<b>NET INTEREST INCOME</b>					
Escrow Earnings	-	1	5	29	7
Corporate Interest Losses on MBS Pools	(0)	(4)	(5)	(7)	(4)
Other Interest Expense	-	(5)	(7)	(52)	(14)
<b>Net Interest Income</b>	(0)	(8)	(7)	(29)	(10)
<b>NET OPERATING INCOME</b>	128	311	328	259	255
<b>MSR FINANCIAL ITEMS</b>					
Amortized Cost of Servicing Rights / Loan Decay	(120)	(103)	(120)	(96)	(112)
Net Gain (Loss) on Bulk Sale of Servicing	(9)	1	3	1	(1)
Net Gain (Loss) from MSR Valuations & Hedging	(128)	(242)	(344)	(324)	(258)
<b>Total Financial Items</b>	(257)	(344)	(461)	(419)	(371)
<b>TOTAL NET FINANCIAL INCOME</b>	(129)	(33)	(134)	(161)	(116)
<b>Memorandum Items:</b>					
Average Servicing Portfolio (\$000)	201,053	947,388	4,123,213	62,642,284	13,939,545
Average Servicing Portfolio (#)	1,080	4,904	23,778	334,838	75,010
Average Loan Balance (\$)	196,323	186,359	171,757	189,658	185,323
# Servicing FTEs (excluding 0 reporters)	2	6	22	470	93
Average Loans Serviced per FTE (Simple)	565	1,215	1,580	1,027	1,060
Average Loans Serviced per FTE (Weighted)	260	776	1,051	799	809
Average Loans Serviced per FTE (Median)	425	1,115	1,637	755	826
Average Personnel Cost per FTE (Simple)	54,488	68,420	61,616	70,906	62,336
Average Personnel Cost per FTE (Weighted)	42,043	63,833	63,094	73,236	71,882
Average Personnel Cost per FTE (Median)	54,000	62,500	58,458	76,254	61,462
Subservicing for Others (% based on \$)	0.00	3.52	7.65	20.27	7.12
Subservicing for Others (% based on #)	0.00	3.38	7.82	20.68	7.22
Subservicing for Others - Avg Balance (\$)	72,000	258,451	137,787	165,051	156,714
Subservicing by Others (% based on \$)	72.81	52.70	64.09	31.88	57.68
Subservicing by Others (% based on #)	72.65	52.72	65.33	30.91	57.82
Subservicing by Others - Avg Balance (\$)	195,152	196,863	188,425	232,427	197,490
<b>Number of Companies</b>	31	24	34	22	111

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - By Servicing Volume #

M2 - Servicing Income and Expense, Basis Points, Simple Average

BASIS POINTS	<2,500	2,500-10,000	10,000-50,000	>50,000	Total
<b>DIRECT REVENUE</b>					
Servicing Fees	23.17	30.65	31.05	25.18	27.60
First Mortgages, Seconds, Other	23.86	29.65	29.54	18.37	25.76
Subservicing Fees Earned	(0.69)	1.00	1.51	6.81	1.83
Late Fees and Other Ancillary Income	0.93	1.53	3.10	5.48	2.63
<b>Total Direct Servicing Revenue</b>	24.10	32.17	34.15	30.66	30.22
<b>DIRECT EXPENSES</b>					
Personnel	8.63	4.64	3.69	5.67	5.67
Loan Administration Employees	7.91	3.99	3.18	4.94	5.03
Benefits	0.61	0.60	0.49	0.68	0.59
Other Personnel Expenses	0.10	0.04	0.03	0.05	0.06
Occupancy and Equipment	0.13	0.53	0.41	0.40	0.35
Other Direct Expenses	8.49	7.70	9.94	6.50	8.37
Subservicing Fees Paid	7.78	5.90	7.50	2.92	6.32
Other Miscellaneous Expenses	0.71	1.80	2.44	3.58	2.04
<b>Total Direct Expenses</b>	17.25	12.86	14.04	12.57	14.39
<b>DIRECT SERVICING NET INCOME</b>	6.85	19.31	20.11	18.09	15.83
<b>INDIRECT EXPENSES</b>					
Unreimbursed FC/REO Svg Expenses	0.09	0.63	0.70	0.22	0.42
Corporate Allocation	1.02	0.51	1.15	2.57	1.26
<b>Total Indirect Expenses</b>	1.12	1.14	1.85	2.80	1.68
<b>Total Loan Servicing Expenses</b>	18.37	14.00	15.90	15.37	16.07
<b>NET INTEREST INCOME</b>					
Escrow Earnings	-	0.03	0.32	1.50	0.40
Corporate Interest Losses on MBS Pools	(0.01)	(0.13)	(0.29)	(0.34)	(0.19)
Other Interest Expense	-	(0.26)	(0.40)	(2.38)	(0.65)
<b>Net Interest Income</b>	(0.01)	(0.36)	(0.38)	(1.22)	(0.44)
<b>NET OPERATING INCOME</b>	5.72	17.81	17.88	14.07	13.71
<b>MSR FINANCIAL ITEMS</b>					
Amortized Cost of Servicing Rights / Loan Decay	(6.49)	(5.69)	(6.95)	(4.33)	(6.03)
Net Gain (Loss) on Bulk Sale of Servicing	(0.53)	0.03	(0.09)	0.03	(0.16)
Net Gain (Loss) from MSR Valuations & Hedging	(5.32)	(13.44)	(18.90)	(14.85)	(13.12)
<b>Total Financial Items</b>	(12.34)	(19.10)	(25.93)	(19.15)	(19.31)
<b>TOTAL NET FINANCIAL INCOME</b>	(6.63)	(1.29)	(8.05)	(5.07)	(5.60)
<b>Memorandum Items:</b>					
Average Servicing Portfolio (\$000)	201,053	947,388	4,123,213	62,642,284	13,939,545
Average Servicing Portfolio (#)	1,080	4,904	23,778	334,838	75,010
Average Loan Balance (\$)	196,323	186,359	171,757	189,658	185,323
# Servicing FTEs (excluding 0 reporters)	2	6	22	470	93
Average Loans Serviced per FTE	565	1,215	1,580	1,027	1,060
Average Loans Serviced per FTE (Weighted)	260	776	1,051	799	809
Average Loans Serviced per FTE (Median)	425	1,115	1,637	755	826
Average Personnel Cost per FTE	54,488	68,420	61,616	70,906	62,336
Average Personnel Cost per FTE (Weighted)	42,043	63,833	63,094	73,236	71,882
Average Personnel Cost per FTE (Median)	54,000	62,500	58,458	76,254	61,462
Subservicing for Others (% based on \$)	0.00	3.52	7.65	20.27	7.12
Subservicing for Others (% based on #)	0.00	3.38	7.82	20.68	7.22
Subservicing for Others - Avg Balance (\$)	72,000	258,451	137,787	165,051	156,714
Subservicing by Others (% based on \$)	72.81	52.70	64.09	31.88	57.68
Subservicing by Others (% based on #)	72.65	52.72	65.33	30.91	57.82
Subservicing by Others - Avg Balance (\$)	195,152	196,863	188,425	232,427	197,490
<b>Number of Companies Reporting</b>	31	24	34	22	111

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Servicing - By Servicing Volume #  
M3 - Servicing Mix (\$), Simple Average

% BASED ON \$	<2,500	2,500-10,000	10,000-50,000	>50,000	Total
Average Owned Servicing Portfolio (\$000)	201,051	894,530	3,879,733	47,699,864	10,891,975
Average Owned Servicing Portfolio (#)	1,080	4,660	21,920	245,730	56,726
Average Loan Balance (\$)	196,325	184,801	171,815	194,515	185,967
<b>Servicing Mix</b>					
First Mortgages:	99.44	99.71	99.93	77.21	95.24
Government (FHA/VA/RHS)	19.19	38.74	40.14	20.33	30.06
Prime (Conforming and Jumbo) - Fixed	74.90	56.52	57.49	46.33	59.93
Prime (Conforming and Jumbo) - ARM	1.14	0.44	0.56	0.58	0.70
Other Fixed	4.17	1.40	1.74	7.36	3.46
Other ARM	0.04	2.61	0.01	2.61	1.09
Closed-End Second Mortgages	0.04	0.05	0.00	0.23	0.07
Funded HELOCs	0.01	-	0.00	0.08	0.02
Other	0.51	0.24	0.06	22.49	4.67
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	97.67	94.60	98.38	92.93	96.41
ARM	2.33	5.40	1.62	7.07	3.59
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>					
Interest Only	4.28	1.17	0.87	0.72	1.90
Non-Interest Only	95.72	98.83	99.13	99.28	98.10
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>					
Owner Occupied	90.84	93.24	92.98	90.66	92.03
Non-Owner Occupied	9.16	6.76	7.02	9.34	7.97
Total	100.00	100.00	100.00	100.00	100.00
<b>Servicing by Investor Type</b>					
Serviced for Portfolio	0.74	1.12	1.33	1.09	1.07
Serviced for Others:	99.26	98.88	98.67	98.91	98.93
Fannie/Freddie/Ginnie	90.88	88.63	98.01	81.54	91.07
Serviced for Fannie Mae	65.61	45.45	38.78	36.28	47.63
Serviced for Freddie Mac	13.04	9.07	19.86	19.85	15.46
Serviced for Ginnie Mae	12.23	34.11	39.38	25.41	27.98
Other Investors	8.38	10.25	0.66	17.37	7.86
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg in Bankruptcy (% based on #)</b>	1.02	0.46	0.56	1.13	0.75
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	1.00	1.55	1.69	2.60	1.69
<b>Agency Servicing Seriously Delinquent Rate</b>	0.70	1.35	1.48	1.26	1.22
Number of Companies Reporting	31	24	34	22	111



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report Residential Loan Servicing - By Servicing Volume # M4 - Servicing Mix (#), Simple Average

% BASED ON #	<2,500	2,500-10,000	10,000-50,000	>50,000	Total
Average Owned Servicing Portfolio (\$000)	201,051	894,530	3,879,733	47,699,864	10,891,975
Average Owned Servicing Portfolio (#)	1,080	4,660	21,920	245,730	56,726
Average Loan Balance (\$)	196,325	184,801	171,815	194,515	185,967
<b>Servicing Mix</b>					
First Mortgages:	99.43	99.58	99.95	76.05	94.99
Government (FHA/VA/RHS)	19.65	39.00	41.05	21.10	30.68
Prime (Conforming and Jumbo) - Fixed	75.21	56.97	56.76	45.65	59.76
Prime (Conforming and Jumbo) - ARM	0.97	0.37	0.40	0.52	0.58
Other Fixed	3.55	1.17	1.73	6.88	3.14
Other ARM	0.04	2.08	0.01	1.90	0.84
Closed-End Second Mortgages	0.14	0.31	0.02	0.64	0.24
Funded HELOCs	0.02	-	0.00	0.32	0.07
Other	0.41	0.11	0.03	22.99	4.70
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	97.71	95.16	98.79	94.25	96.90
ARM	2.29	4.84	1.21	5.75	3.10
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>					
Interest Only	4.27	1.09	0.85	0.35	1.81
Non-Interest Only	95.73	98.91	99.15	99.65	98.19
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>					
Owner Occupied	89.28	91.21	91.64	89.47	90.49
Non-Owner Occupied	10.72	8.79	8.36	10.53	9.51
Total	100.00	100.00	100.00	100.00	100.00
<b>Servicing by Investor Type</b>					
Serviced for Portfolio	0.71	0.96	1.05	1.02	0.93
Serviced for Others:	99.29	99.04	98.95	98.98	99.07
Fannie/Freddie/Ginnie	90.58	90.66	98.32	82.21	91.65
Serviced for Fannie Mae	65.88	47.22	38.51	37.07	48.15
Serviced for Freddie Mac	12.47	8.54	19.84	19.27	15.07
Serviced for Ginnie Mae	12.23	34.90	39.98	25.87	28.42
Other Investors	8.70	8.38	0.63	16.77	7.42
Total	100.00	100.00	100.00	100.00	100.00
<b>1st Mtg in Bankruptcy (%)</b>	0.49	0.30	0.52	0.91	0.53
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	1.18	1.57	1.72	2.65	1.75
<b>Agency Servicing Seriously Delinquent Rate</b>	0.78	1.32	1.46	1.35	1.25
Number of Companies Reporting	31	24	34	22	111

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

Annual Mortgage Bankers Performance Report  
Residential Loan Servicing - By Servicing Volume #  
M5 - Servicing Mix (Avg Loan Balances), Simple Average

LOAN BALANCES	<2,500	2,500-10,000	10,000-50,000	>50,000	Total
Average Owned Servicing Portfolio (\$000)	201,051	894,530	3,879,733	47,699,864	10,891,975
Average Owned Servicing Portfolio (#)	1,080	4,660	21,920	245,730	56,726
Average Loan Balance (\$)	196,325	184,801	171,815	194,515	185,967
<b>Servicing Mix</b>					
First Mortgages:	196,408	185,179	171,815	202,524	187,104
Government (FHA/VA/RHS) - Fixed	195,316	186,469	169,358	170,414	179,745
Government (FHA/VA/RHS) - ARM	306,039	220,810	214,334	172,346	217,549
Prime (Conforming and Jumbo) - Fixed	206,722	183,562	181,193	218,951	194,668
Prime (Conforming and Jumbo) - ARM	264,502	287,333	248,034	277,936	264,800
Other Fixed	194,022	303,412	151,566	262,154	228,683
Other ARM	350,918	453,591	216,937	326,393	333,207
Closed-End Second Mortgages	58,826	47,783	39,181	31,908	44,089
Funded HELOCs	112,036		52,900	35,923	69,764
Other	96,803	227,726	274,583	132,339	147,197
<b>1st Mtg Fixed Rate vs ARM</b>					
Fixed Rate	196,196	181,413	170,985	199,444	185,416
ARM	246,312	226,878	245,103	250,988	242,518
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>					
Interest Only	165,139	423,157	280,775	370,918	339,885
Non-Interest Only	196,314	184,875	171,770	201,912	186,891
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>					
Owner Occupied	199,799	189,503	174,659	205,480	190,457
Non-Owner Occupied	166,918	155,408	141,670	176,835	158,107
<b>Servicing by Investor Type</b>					
Serviced for Portfolio	209,845	194,365	210,933	204,054	205,824
Serviced for Others:	196,342	184,786	170,850	202,356	186,662
Fannie/Freddie/Ginnie	196,655	173,581	170,792	203,494	184,232
Serviced for Fannie Mae	189,819	180,119	174,161	208,411	185,705
Serviced for Freddie Mac	213,694	189,768	180,443	213,818	195,988
Serviced for Ginnie Mae	211,818	181,984	175,732	203,560	189,073
Other Investors	176,323	248,136	238,284	304,834	251,565
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	168,015	189,751	165,830	181,815	174,697
<b>Agency Servicing Seriously Delinquent</b>	185,063	179,237	168,459	185,558	177,935
Number of Companies Reporting	31	24	34	22	111

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - In-House vs Subserviced by Others

N1 - Servicing Income and Expense, \$ per loan, Simple Average

\$ PER LOAN:	Primarily In-House Servicing	Primarily Subserviced by Others	Total
<b>DIRECT REVENUE</b>			
Servicing Fees	427	554	501
First Mortgages, Seconds, Other	369	550	475
Subservicing Fees Earned	58	4	26
Late Fees and Other Ancillary Income	47	46	46
<b>Total Direct Servicing Revenue</b>	<b>474</b>	<b>600</b>	<b>548</b>
<b>DIRECT EXPENSES</b>			
Personnel	128	74	96
Loan Administration Employees	109	69	86
Benefits	19	3	10
Other Personnel Expenses	1	1	1
Occupancy and Equipment	12	1	6
Other Direct Expenses	75	212	155
Subservicing Fees Paid	8	200	120
Other Miscellaneous Expenses	67	12	35
<b>Total Direct Expenses</b>	<b>215</b>	<b>287</b>	<b>257</b>
<b>DIRECT SERVICING NET INCOME</b>	<b>259</b>	<b>313</b>	<b>291</b>
<b>INDIRECT EXPENSES</b>			
Unreimbursed FC/REO Svg Expenses	12	2	6
Corporate Allocation	25	16	20
<b>Total Indirect Expenses</b>	<b>38</b>	<b>18</b>	<b>26</b>
<b>Total Loan Servicing Expenses</b>	<b>252</b>	<b>305</b>	<b>283</b>
<b>NET INTEREST INCOME</b>			
Escrow Earnings	10	6	7
Corporate Interest Losses on MBS Pools	(4)	(4)	(4)
Other Interest Expense	(7)	(18)	(14)
<b>Net Interest Income</b>	<b>(2)</b>	<b>(16)</b>	<b>(10)</b>
<b>NET OPERATING INCOME</b>	<b>220</b>	<b>279</b>	<b>255</b>
<b>MSR FINANCIAL ITEMS</b>			
Amortized Cost of Servicing Rights / Loan Decay	(96)	(122)	(112)
Net Gain (Loss) on Bulk Sale of Servicing	(4)	1	(1)
Net Gain (Loss) from MSR Valuations & Hedging	(137)	(343)	(258)
<b>Total Financial Items</b>	<b>(238)</b>	<b>(465)</b>	<b>(371)</b>
<b>TOTAL NET FINANCIAL INCOME</b>	<b>(18)</b>	<b>(185)</b>	<b>(116)</b>
<b>Memorandum Items:</b>			
Average Servicing Portfolio (\$000)	22,197,296	8,095,598	13,939,545
Average Servicing Portfolio (#)	129,108	36,724	75,010
Average Loan Balance (\$)	168,519	197,215	185,323
# Servicing FTEs (excluding 0 reporters)	193	7	93
Average Loans Serviced per FTE (Simple)	676	1,389	1,060
Average Loans Serviced per FTE (Weighted)	705	2,644	809
Average Loans Serviced per FTE (Median)	562	1,461	826
Average Personnel Cost per FTE (Simple)	61,611	62,955	62,336
Average Personnel Cost per FTE (Weighted)	72,271	65,053	71,882
Average Personnel Cost per FTE (Median)	64,777	60,000	61,462
Subservicing for Others (% based on \$)	16.96	0.16	7.12
Subservicing for Others (% based on #)	16.94	0.34	7.22
Subservicing for Others - Avg Balance (\$)	156,298	160,183	156,714
Subservicing by Others (% based on \$)	1.09	97.73	57.68
Subservicing by Others (% based on #)	1.12	97.95	57.82
Subservicing by Others - Avg Balance (\$)	178,668	198,359	197,490
Number of Companies	46	65	111

(1) Other - Subs of other non-depository institutions; hedge funds or hedge fund subs; REITs

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - In-House vs Subserviced by Others

N2 - Servicing Income and Expense, Basis Points, Simple Average

	Primarily In-House Servicing	Primarily Subserviced by Others	Total
<b>BASIS POINTS:</b>			
<b>DIRECT REVENUE</b>			
Servicing Fees	26.64	28.27	27.60
First Mortgages, Seconds, Other	22.48	28.09	25.76
Subservicing Fees Earned	4.17	0.18	1.83
Late Fees and Other Ancillary Income	3.50	2.01	2.63
<b>Total Direct Servicing Revenue</b>	30.14	30.28	30.22
<b>DIRECT EXPENSES</b>			
Personnel	7.74	4.20	5.67
Loan Administration Employees	6.58	3.92	5.03
Benefits	1.12	0.21	0.59
Other Personnel Expenses	0.04	0.07	0.06
Occupancy and Equipment	0.75	0.07	0.35
Other Direct Expenses	4.55	11.07	8.37
Subservicing Fees Paid	0.54	10.42	6.32
Other Miscellaneous Expenses	4.01	0.65	2.04
<b>Total Direct Expenses</b>	13.04	15.34	14.39
<b>DIRECT SERVICING NET INCOME</b>	17.10	14.94	15.83
<b>INDIRECT EXPENSES</b>			
Unreimbursed FC/REO Svg Expenses	0.89	0.09	0.42
Corporate Allocation	1.96	0.76	1.26
<b>Total Indirect Expenses</b>	2.84	0.86	1.68
<b>Total Loan Servicing Expenses</b>	15.89	16.20	16.07
<b>NET INTEREST INCOME</b>			
Escrow Earnings	0.58	0.27	0.40
Corporate Interest Losses on MBS Pools	(0.20)	(0.18)	(0.19)
Other Interest Expense	(0.40)	(0.83)	(0.65)
<b>Net Interest Income</b>	(0.02)	(0.74)	(0.44)
<b>NET OPERATING INCOME</b>	14.24	13.34	13.71
<b>MSR FINANCIAL ITEMS</b>			
Amortized Cost of Servicing Rights / Loan Decay	(5.68)	(6.28)	(6.03)
Net Gain (Loss) on Bulk Sale of Servicing	(0.33)	(0.04)	(0.16)
Net Gain (Loss) from MSR Valuations & Hedging	(7.85)	(16.86)	(13.12)
<b>Total Financial Items</b>	(13.85)	(23.18)	(19.31)
<b>TOTAL NET FINANCIAL INCOME</b>	0.39	(9.84)	(5.60)
<b>Memorandum Items:</b>			
Average Servicing Portfolio (\$000)	22,197,296	8,095,598	13,939,545
Average Servicing Portfolio (#)	129,108	36,724	75,010
Average Loan Balance (\$)	168,519	197,215	185,323
# Servicing FTEs (excluding 0 reporters)	193	7	93
Average Loans Serviced per FTE	676	1,389	1,060
Average Loans Serviced per FTE (Weighted)	705	2,644	809
Average Loans Serviced per FTE (Median)	562	1,461	826
Average Personnel Cost per FTE	61,611	62,955	62,336
Average Personnel Cost per FTE (Weighted)	72,271	65,053	71,882
Average Personnel Cost per FTE (Median)	64,777	60,000	61,462
Subservicing for Others (% based on \$)	16.96	0.16	7.12
Subservicing for Others (% based on #)	16.94	0.34	7.22
Subservicing for Others - Avg Balance (\$)	156,298	160,183	156,714
Subservicing by Others (% based on \$)	1.09	97.73	57.68
Subservicing by Others (% based on #)	1.12	97.95	57.82
Subservicing by Others - Avg Balance (\$)	178,668	198,359	197,490
Number of Companies Reporting	46	65	111

(1) Other - Subs of other non-depository institutions; hedge funds or hedge fund subs; REITs

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - In-House vs Subserviced by Others

N3 - Servicing Mix (\$), Simple Average

% BASED ON \$	Primarily In-House Servicing	Primarily Subserviced by Others	Total
Average Owned Servicing Portfolio (\$000)	14,856,633	8,086,216	10,891,975
Average Owned Servicing Portfolio (#)	85,129	36,626	56,726
Average Loan Balance (\$)	169,460	197,649	185,967
<b>Servicing Mix</b>			
First Mortgages:	90.75	98.42	95.24
Government (FHA/VA/RHS)	24.53	33.97	30.06
Prime (Conforming and Jumbo) - Fixed	58.34	61.05	59.93
Prime (Conforming and Jumbo) - ARM	0.61	0.77	0.70
Other Fixed	4.65	2.62	3.46
Other ARM	2.62	0.01	1.09
Closed-End Second Mortgages	0.14	0.02	0.07
Funded HELOCs	0.04	0.00	0.02
Other	9.07	1.55	4.67
Total	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>			
Fixed Rate	94.46	97.72	96.41
ARM	5.54	2.28	3.59
Total	100.00	100.00	100.00
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>			
Interest Only	2.15	1.73	1.90
Non-Interest Only	97.85	98.27	98.10
Total	100.00	100.00	100.00
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>			
Owner Occupied	91.59	92.32	92.03
Non-Owner Occupied	8.41	7.68	7.97
Total	100.00	100.00	100.00
<b>Servicing by Investor Type</b>			
Serviced for Portfolio	1.33	0.90	1.07
Serviced for Others:	98.67	99.10	98.93
Fannie/Freddie/Ginnie	81.70	97.36	91.07
Serviced for Fannie Mae	45.08	49.34	47.63
Serviced for Freddie Mac	13.98	16.46	15.46
Serviced for Ginnie Mae	22.64	31.57	27.98
Other Investors	16.97	1.73	7.86
Total	100.00	100.00	100.00
<b>1st Mtg in Bankruptcy (% based on #)</b>	1.13	0.52	0.75
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	1.78	1.63	1.69
<b>Agency Servicing Seriously Delinquent Rate</b>	1.12	1.29	1.22
Number of Companies Reporting	46	65	111

(1) Other - Subs of other non-depository institutions; hedge funds or hedge fund subs; REITs



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - In-House vs Subserviced by Others

N4 - Servicing Mix (#), Simple Average

% BASED ON #	Primarily In-House Servicing	Primarily Subserviced by Others	Total
Average Owned Servicing Portfolio (\$000)	14,856,633	8,086,216	10,891,975
Average Owned Servicing Portfolio (#)	85,129	36,626	56,726
Average Loan Balance (\$)	169,460	197,649	185,967
<b>Servicing Mix</b>			
First Mortgages:	90.31	98.29	94.99
Government (FHA/VA/RHS)	25.19	34.56	30.68
Prime (Conforming and Jumbo) - Fixed	58.33	60.77	59.76
Prime (Conforming and Jumbo) - ARM	0.55	0.59	0.58
Other Fixed	4.24	2.36	3.14
Other ARM	2.01	0.01	0.84
Closed-End Second Mortgages	0.38	0.14	0.24
Funded HELOCs	0.15	0.01	0.07
Other	9.15	1.56	4.70
Total	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>			
Fixed Rate	95.27	97.99	96.90
ARM	4.73	2.01	3.10
Total	100.00	100.00	100.00
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>			
Interest Only	1.94	1.72	1.81
Non-Interest Only	98.06	98.28	98.19
Total	100.00	100.00	100.00
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>			
Owner Occupied	90.38	90.57	90.49
Non-Owner Occupied	9.62	9.43	9.51
Total	100.00	100.00	100.00
<b>Servicing by Investor Type</b>			
Serviced for Portfolio	1.10	0.81	0.93
Serviced for Others:	98.90	99.19	99.07
Fannie/Freddie/Ginnie	82.62	97.72	91.65
Serviced for Fannie Mae	45.69	49.81	48.15
Serviced for Freddie Mac	13.94	15.84	15.07
Serviced for Ginnie Mae	22.99	32.07	28.42
Other Investors	16.28	1.47	7.42
Total	100.00	100.00	100.00
<b>1st Mtg in Bankruptcy (%)</b>	0.67	0.43	0.53
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	1.74	1.76	1.75
<b>Agency Servicing Seriously Delinquent Rate</b>	1.13	1.32	1.25
Number of Companies Reporting	46	65	111

(1) Other - Subs of other non-depository institutions; hedge funds or hedge fund subs; REITs

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - In-House vs Subserviced by Others

N5 - Servicing Mix (Avg Loan Balances), Simple Average

	Primarily In-House Servicing	Primarily Subserviced by Others	Total
<b>LOAN BALANCES</b>			
Average Owned Servicing Portfolio (\$000)	14,856,633	8,086,216	10,891,975
Average Owned Servicing Portfolio (#)	85,129	36,626	56,726
Average Loan Balance (\$)	169,460	197,649	185,967
<b>Servicing Mix</b>			
First Mortgages:	171,287	197,731	187,104
Government (FHA/VA/RHS) - Fixed	162,773	190,656	179,745
Government (FHA/VA/RHS) - ARM	200,434	230,715	217,549
Prime (Conforming and Jumbo) - Fixed	171,546	208,398	194,668
Prime (Conforming and Jumbo) - ARM	261,868	266,649	264,800
Other Fixed	221,915	237,298	228,683
Other ARM	297,416	398,824	333,207
Closed-End Second Mortgages	38,274	48,387	44,089
Funded HELOCs	35,923	92,324	69,764
Other	139,847	169,249	147,197
<b>1st Mtg Fixed Rate vs ARM</b>			
Fixed Rate	167,967	197,139	185,416
ARM	224,777	254,227	242,518
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>			
Interest Only	404,468	284,528	339,885
Non-Interest Only	170,806	197,698	186,891
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>			
Owner Occupied	173,682	201,727	190,457
Non-Owner Occupied	147,783	164,435	158,107
<b>Servicing by Investor Type</b>			
Serviced for Portfolio	192,299	213,882	205,824
Serviced for Others:	170,849	197,285	186,662
Fannie/Freddie/Ginnie	165,522	196,510	184,232
Serviced for Fannie Mae	170,492	195,764	185,705
Serviced for Freddie Mac	176,511	208,482	195,988
Serviced for Ginnie Mae	175,655	197,287	189,073
Other Investors	230,499	295,102	251,565
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	159,225	185,428	174,697
<b>Agency Servicing Seriously Delinquent</b>	159,983	189,697	177,935
Number of Companies Reporting	46	65	111

(1) Other - Subs of other non-depository institutions; hedge funds or hedge fund subs; REITs

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - By Govt. Servicing Percent in Count

P1 - Servicing Income and Expense, \$ per loan, Simple Average

\$ PER LOAN:	<50% Govt #	>= 50% Govt #	Total
<b>DIRECT REVENUE</b>			
Servicing Fees	485	548	501
First Mortgages, Seconds, Other	451	543	475
Subservicing Fees Earned	33	5	26
Late Fees and Other Ancillary Income	40	65	46
<b>Total Direct Servicing Revenue</b>	524	613	548
<b>DIRECT EXPENSES</b>			
Personnel	103	78	96
Loan Administration Employees	92	68	86
Benefits	10	9	10
Other Personnel Expenses	1	1	1
Occupancy and Equipment	5	7	6
Other Direct Expenses	140	197	155
Subservicing Fees Paid	109	152	120
Other Miscellaneous Expenses	31	45	35
<b>Total Direct Expenses</b>	248	282	257
<b>DIRECT SERVICING NET INCOME</b>	276	331	291
<b>INDIRECT EXPENSES</b>			
Unreimbursed FC/REO Svg Expenses	2	17	6
Corporate Allocation	22	12	20
<b>Total Indirect Expenses</b>	25	30	26
<b>Total Loan Servicing Expenses</b>	273	312	283
<b>NET INTEREST INCOME</b>			
Escrow Earnings	7	10	7
Corporate Interest Losses on MBS Pools	(3)	(7)	(4)
Other Interest Expense	(14)	(11)	(14)
<b>Net Interest Income</b>	(11)	(8)	(10)
<b>NET OPERATING INCOME</b>	241	293	255
<b>MSR FINANCIAL ITEMS</b>			
Amortized Cost of Servicing Rights / Loan Decay	(113)	(106)	(112)
Net Gain (Loss) on Bulk Sale of Servicing	1	(7)	(1)
Net Gain (Loss) from MSR Valuations & Hedging	(237)	(316)	(258)
<b>Total Financial Items</b>	(350)	(429)	(371)
<b>TOTAL NET FINANCIAL INCOME</b>	(109)	(135)	(116)
<b>Memorandum Items:</b>			
Average Servicing Portfolio (\$000)	16,751,438	5,988,675	13,939,545
Average Servicing Portfolio (#)	88,110	37,966	75,010
Average Loan Balance (\$)	192,616	164,700	185,323
# Servicing FTEs (excluding 0 reporters)	107	58	93
Average Loans Serviced per FTE (Simple)	879	1,499	1,060
Average Loans Serviced per FTE (Weighted)	833	699	809
Average Loans Serviced per FTE (Median)	713	1,220	826
Average Personnel Cost per FTE (Simple)	60,328	67,200	62,336
Average Personnel Cost per FTE (Weighted)	70,466	78,454	71,882
Average Personnel Cost per FTE (Median)	60,000	62,500	61,462
Subservicing for Others (% based on \$)	9.18	1.31	7.12
Subservicing for Others (% based on #)	9.39	1.09	7.22
Subservicing for Others - Avg Balance (\$)	153,167	178,000	156,714
Subservicing by Others (% based on \$)	54.61	66.35	57.68
Subservicing by Others (% based on #)	54.28	67.84	57.82
Subservicing by Others - Avg Balance (\$)	204,971	179,536	197,490
<b>Number of Companies</b>	82	29	111

(1) Other - Subs of other non-depository institutions; hedge funds or hedge fund subs; REITs

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - By Govt. Servicing Percent in Count

P2 - Servicing Income and Expense, Basis Points, Simple Average

BASIS POINTS:	<50% Govt #	>= 50% Govt #	Total
<b>DIRECT REVENUE</b>			
Servicing Fees	25.58	33.32	27.60
First Mortgages, Seconds, Other	23.21	32.99	25.76
Subservicing Fees Earned	2.37	0.32	1.83
Late Fees and Other Ancillary Income	2.30	3.56	2.63
<b>Total Direct Servicing Revenue</b>	<b>27.87</b>	<b>36.87</b>	<b>30.22</b>
<b>DIRECT EXPENSES</b>			
Personnel	5.82	5.24	5.67
Loan Administration Employees	5.20	4.54	5.03
Benefits	0.56	0.65	0.59
Other Personnel Expenses	0.06	0.05	0.06
Occupancy and Equipment	0.30	0.51	0.35
Other Direct Expenses	7.28	11.45	8.37
Subservicing Fees Paid	5.56	8.48	6.32
Other Miscellaneous Expenses	1.72	2.97	2.04
<b>Total Direct Expenses</b>	<b>13.40</b>	<b>17.20</b>	<b>14.39</b>
<b>DIRECT SERVICING NET INCOME</b>	<b>14.48</b>	<b>19.67</b>	<b>15.83</b>
<b>INDIRECT EXPENSES</b>			
Unreimbursed FC/REO Svg Expenses	0.12	1.26	0.42
Corporate Allocation	1.41	0.84	1.26
<b>Total Indirect Expenses</b>	<b>1.53</b>	<b>2.11</b>	<b>1.68</b>
<b>Total Loan Servicing Expenses</b>	<b>14.93</b>	<b>19.31</b>	<b>16.07</b>
<b>NET INTEREST INCOME</b>			
Escrow Earnings	0.35	0.54	0.40
Corporate Interest Losses on MBS Pools	(0.12)	(0.38)	(0.19)
Other Interest Expense	(0.68)	(0.58)	(0.65)
<b>Net Interest Income</b>	<b>(0.45)</b>	<b>(0.41)</b>	<b>(0.44)</b>
<b>NET OPERATING INCOME</b>	<b>12.50</b>	<b>17.15</b>	<b>13.71</b>
<b>MSR FINANCIAL ITEMS</b>			
Amortized Cost of Servicing Rights / Loan Decay	(5.68)	(7.01)	(6.03)
Net Gain (Loss) on Bulk Sale of Servicing	(0.02)	(0.56)	(0.16)
Net Gain (Loss) from MSR Valuations & Hedging	(11.40)	(17.98)	(13.12)
<b>Total Financial Items</b>	<b>(17.11)</b>	<b>(25.55)</b>	<b>(19.31)</b>
<b>TOTAL NET FINANCIAL INCOME</b>	<b>(4.61)</b>	<b>(8.40)</b>	<b>(5.60)</b>
<b>Memorandum Items:</b>			
Average Servicing Portfolio (\$000)	16,751,438	5,988,675	13,939,545
Average Servicing Portfolio (#)	88,110	37,966	75,010
Average Loan Balance (\$)	192,616	164,700	185,323
# Servicing FTEs (excluding 0 reporters)	107	58	93
Average Loans Serviced per FTE	879	1,499	1,060
Average Loans Serviced per FTE (Weighted)	833	699	809
Average Loans Serviced per FTE (Median)	713	1,220	826
Average Personnel Cost per FTE	60,328	67,200	62,336
Average Personnel Cost per FTE (Weighted)	70,466	78,454	71,882
Average Personnel Cost per FTE (Median)	60,000	62,500	61,462
Subservicing for Others (% based on \$)	9.18	1.31	7.12
Subservicing for Others (% based on #)	9.39	1.09	7.22
Subservicing for Others - Avg Balance (\$)	153,167	178,000	156,714
Subservicing by Others (% based on \$)	54.61	66.35	57.68
Subservicing by Others (% based on #)	54.28	67.84	57.82
Subservicing by Others - Avg Balance (\$)	204,971	179,536	197,490
<b>Number of Companies Reporting</b>	<b>82</b>	<b>29</b>	<b>111</b>

(1) Other - Subs of other non-depository institutions; hedge funds or hedge fund subs; REITs

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - By Govt. Servicing Percent in Count

P3 - Servicing Mix (\$), Simple Average

% BASED ON \$	<50% Govt #	>= 50% Govt #	Total
Average Owned Servicing Portfolio (\$000)	12,757,918	5,615,859	10,891,975
Average Owned Servicing Portfolio (#)	64,140	35,764	56,726
Average Loan Balance (\$)	193,617	164,335	185,967
<b>Servicing Mix</b>			
First Mortgages:	93.66	99.72	95.24
Government (FHA/VA/RHS)	15.67	70.74	30.06
Prime (Conforming and Jumbo) - Fixed	71.29	27.80	59.93
Prime (Conforming and Jumbo) - ARM	0.74	0.61	0.70
Other Fixed	4.50	0.53	3.46
Other ARM	1.47	0.04	1.09
Closed-End Second Mortgages	0.09	0.02	0.07
Funded HELOCs	0.03	-	0.02
Other	6.22	0.27	4.67
Total	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>			
Fixed Rate	96.60	95.91	96.41
ARM	3.40	4.09	3.59
Total	100.00	100.00	100.00
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>			
Interest Only	2.61	0.01	1.90
Non-Interest Only	97.39	99.99	98.10
Total	100.00	100.00	100.00
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>			
Owner Occupied	90.68	95.66	92.03
Non-Owner Occupied	9.32	4.34	7.97
Total	100.00	100.00	100.00
<b>Servicing by Investor Type</b>			
Serviced for Portfolio	0.99	1.30	1.07
Serviced for Others:	99.01	98.70	98.93
Fannie/Freddie/Ginnie	91.27	90.52	91.07
Serviced for Fannie Mae	57.92	19.95	47.63
Serviced for Freddie Mac	18.24	8.00	15.46
Serviced for Ginnie Mae	15.12	62.58	27.98
Other Investors	7.74	8.18	7.86
Total	100.00	100.00	100.00
<b>1st Mtg in Bankruptcy (% based on #)</b>	0.73	0.79	0.75
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	1.27	2.72	1.69
<b>Agency Servicing Seriously Delinquent Rate</b>	0.83	2.14	1.22
Number of Companies Reporting	82	29	111

(1) Other - Subs of other non-depository institutions; hedge funds or hedge fund subs; REITs



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - By Govt. Servicing Percent in Count

P4 - Servicing Mix (#), Simple Average

% BASED ON #	<50% Govt #	>= 50% Govt #	Total
Average Owned Servicing Portfolio (\$000)	12,757,918	5,615,859	10,891,975
Average Owned Servicing Portfolio (#)	64,140	35,764	56,726
Average Loan Balance (\$)	193,617	164,335	185,967
<b>Servicing Mix</b>			
First Mortgages:	93.33	99.66	94.99
Government (FHA/VA/RHS)	16.11	71.85	30.68
Prime (Conforming and Jumbo) - Fixed	71.39	26.86	59.76
Prime (Conforming and Jumbo) - ARM	0.64	0.40	0.58
Other Fixed	4.07	0.50	3.14
Other ARM	1.12	0.04	0.84
Closed-End Second Mortgages	0.25	0.22	0.24
Funded HELOCs	0.09	-	0.07
Other	6.32	0.13	4.70
Total	100.00	100.00	100.00
<b>1st Mtg Fixed Rate vs ARM</b>			
Fixed Rate	97.15	96.22	96.90
ARM	2.85	3.78	3.10
Total	100.00	100.00	100.00
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>			
Interest Only	2.48	0.00	1.81
Non-Interest Only	97.52	100.00	98.19
Total	100.00	100.00	100.00
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>			
Owner Occupied	88.90	94.78	90.49
Non-Owner Occupied	11.10	5.22	9.51
Total	100.00	100.00	100.00
<b>Servicing by Investor Type</b>			
Serviced for Portfolio	0.89	1.03	0.93
Serviced for Others:	99.11	98.97	99.07
Fannie/Freddie/Ginnie	91.68	91.56	91.65
Serviced for Fannie Mae	58.57	20.12	48.15
Serviced for Freddie Mac	17.89	7.51	15.07
Serviced for Ginnie Mae	15.23	63.93	28.42
Other Investors	7.43	7.41	7.42
Total	100.00	100.00	100.00
<b>1st Mtg in Bankruptcy (%)</b>	0.46	0.74	0.53
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	1.37	2.71	1.75
<b>Agency Servicing Seriously Delinquent Rate</b>	0.89	2.07	1.25
Number of Companies Reporting	82	29	111

(1) Other - Subs of other non-depository institutions; hedge funds or hedge fund subs; REITs

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Residential Loan Servicing - By Govt. Servicing Percent in Count

P5 - Servicing Mix (Avg Loan Balances), Simple Average

	<50%	>= 50%	
LOAN BALANCES	Govt #	Govt #	Total
Average Owned Servicing Portfolio (\$000)	12,757,918	5,615,859	10,891,975
Average Owned Servicing Portfolio (#)	64,140	35,764	56,726
Average Loan Balance (\$)	193,617	164,335	185,967
<b>Servicing Mix</b>			
First Mortgages:	195,475	164,588	187,104
Government (FHA/VA/RHS) - Fixed	188,403	160,936	179,745
Government (FHA/VA/RHS) - ARM	226,585	206,793	217,549
Prime (Conforming and Jumbo) - Fixed	203,214	170,930	194,668
Prime (Conforming and Jumbo) - ARM	275,459	237,392	264,800
Other Fixed	240,480	93,027	228,683
Other ARM	346,065	127,491	333,207
Closed-End Second Mortgages	47,606	34,816	44,089
Funded HELOCs	69,764		69,764
Other	133,974	239,759	147,197
<b>1st Mtg Fixed Rate vs ARM</b>			
Fixed Rate	193,398	163,946	185,416
ARM	251,037	222,755	242,518
<b>1st Mtg Interest Only vs. Non-Interest-Only</b>			
Interest Only	345,432	309,378	339,885
Non-Interest Only	195,185	164,583	186,891
<b>1st Mtg Owner Occupied vs. Non-Owner Occupied</b>			
Owner Occupied	199,509	166,110	190,457
Non-Owner Occupied	165,203	138,923	158,107
<b>Servicing by Investor Type</b>			
Serviced for Portfolio	202,818	214,685	205,824
Serviced for Others:	195,000	164,235	186,662
Fannie/Freddie/Ginnie	192,851	161,346	184,232
Serviced for Fannie Mae	191,037	170,695	185,705
Serviced for Freddie Mac	201,763	181,664	195,988
Serviced for Ginnie Mae	207,503	157,296	189,073
Other Investors	272,876	197,470	251,565
<b>Seriously Delinquent Rates (90+ Days or in FC)</b>	180,635	159,138	174,697
<b>Agency Servicing Seriously Delinquent</b>	184,635	162,456	177,935
Number of Companies Reporting	82	29	111

(1) Other - Subs of other non-depository institutions; hedge funds or hedge fund subs; REITs

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Balance Sheet, Performance Ratios and Net Income Summary - Historical

#### Q1 - Balance Sheet, Simple Averages

IN THOUSANDS (\$000s)	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
<b>TOTAL ASSETS</b>							
<b>Current Assets</b>							
Cash and Cash Equivalents, Unrestricted	10,280	9,722	9,204	8,326	10,082	8,943	9,460
Cash and Cash Equivalents, Restricted	1,692	1,763	1,876	1,829	1,922	1,730	2,010
Marketable Securities, Held to Maturity	1	83	70	79	62	7	1
Marketable Securities, Avail. for Sale	158	296	385	413	358	345	340
Trading Account Securities	33	75	50	45	55	40	58
Reverse Repurchase Agreements	9	8	4	8	0	10	5
Receivables - Unrelated Parties	3,908	3,973	3,156	2,810	3,502	4,114	3,628
Mortgage Loans HFS	114,225	109,783	145,843	119,930	171,757	108,116	153,906
<b>Total Current Assets</b>	<b>130,305</b>	<b>125,703</b>	<b>160,589</b>	<b>133,440</b>	<b>187,738</b>	<b>123,304</b>	<b>169,408</b>
<b>Noncurrent Assets</b>							
Mortgage Loans HFI	2,248	2,127	1,952	1,905	1,998	1,830	2,183
Receivables - Related Parties	1,720	4,418	1,074	995	1,152	856	1,183
Net Mortgage Servicing Rights	15,600	17,028	14,841	14,687	14,995	14,979	13,051
Real Estate Owned	139	185	168	171	166	205	195
Reserve for Other Losses (Contra)	(461)	(335)	(99)	(109)	(89)	(148)	(88)
Goodwill and Other Intangible Assets	629	1,048	1,292	1,304	1,280	1,013	1,337
Investments in Joint Ventures, Partnerships, Non Mtg, Other	722	722	503	524	482	564	571
Deferred Tax Assets	180	153	321	291	351	165	242
P&I, T&I, FC and Other Advances	1,307	1,549	1,212	1,173	1,252	1,132	1,237
Foreclosure Claims Receivable	216	347	275	278	272	349	332
Property, Equipment, Leasehold	1,966	1,991	1,906	1,881	1,930	1,860	1,988
Other Assets	6,003	8,353	9,590	9,078	10,102	8,234	10,465
<b>Total Noncurrent Assets</b>	<b>30,267</b>	<b>37,584</b>	<b>33,033</b>	<b>32,176</b>	<b>33,889</b>	<b>31,038</b>	<b>32,695</b>
<b>TOTAL ASSETS</b>	<b>160,573</b>	<b>163,286</b>	<b>193,622</b>	<b>165,616</b>	<b>221,627</b>	<b>154,342</b>	<b>202,104</b>
<b>LIABILITIES</b>							
Lines of Credit	105,757	101,753	136,637	112,023	161,252	98,987	142,417
Repurchase Reserves	1,217	1,243	1,116	1,040	1,191	1,344	1,225
Accrued Expenses	5,397	5,486	5,895	5,109	6,681	5,125	6,144
Other Short-Term Debt	7,359	10,366	10,985	10,892	11,079	10,771	11,818
Long-Term Debt	4,692	5,320	3,512	3,026	3,998	4,035	4,051
Other Liabilities	2,230	2,335	1,963	1,897	2,030	1,954	2,185
<b>TOTAL LIABILITIES</b>	<b>126,652</b>	<b>126,503</b>	<b>160,109</b>	<b>133,987</b>	<b>186,230</b>	<b>122,216</b>	<b>167,840</b>
<b>EQUITY</b>							
Common & Preferred Stock	568	574	481	480	482	536	513
Paid-In Capital	4,476	8,478	7,965	7,845	8,085	5,945	6,715
Retained Earnings	17,597	17,727	16,320	15,658	16,981	17,452	17,632
Treasury Stock	(127)	(144)	(153)	(149)	(158)	(152)	(167)
Gnrl, Ltd Partners', & Members' Capital	11,407	10,150	8,901	7,795	10,006	8,345	9,570
<b>TOTAL EQUITY (GAAP Net Worth)</b>	<b>33,920</b>	<b>36,784</b>	<b>33,513</b>	<b>31,630</b>	<b>35,397</b>	<b>32,126</b>	<b>34,263</b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>160,573</b>	<b>163,286</b>	<b>193,622</b>	<b>165,616</b>	<b>221,627</b>	<b>154,342</b>	<b>202,104</b>
<b>MEMORANDUM ITEMS</b>							
Adjusted Tangible Net Worth	31,434	31,093	31,048	29,206	32,889	30,058	31,623
(Equity less goodwill and other intangibles, less affiliated receivables, less total restricted retained earnings, less pledged assets net of associated liabilities)							
Number of Companies Reporting	251	275	266	266	266	219	219

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Balance Sheet, Performance Ratios and Net Income Summary - Historical

#### Q2 - Performance Ratios, Simple Average

PERCENTAGES (%)	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
<b>PROFITABILITY(annualized where appropriate) (1)</b>							
Pre-Tax Net Income/Equity (%)	15.98	7.58	34.48	25.07	42.37	8.79	33.46
Pre-Tax Net Income/Assets (%)	3.70	1.70	5.86	4.08	7.18	2.08	5.68
Pre-Tax Net Income/Tangible Net Worth	0.17	0.09	0.36	0.13	0.22	0.09	0.35
Net Interest Margin (Net interest Income/Assets) (%)	0.28	0.27	0.10	0.15	0.06	0.29	0.09
Noninterest Income/Assets (%)	51.69	48.68	44.76	44.51	45.35	48.35	43.91
Noninterest Expense/Assets (%)	48.27	47.25	38.99	40.58	38.23	46.56	38.31
<b>% Institutions with Pre-tax Net Income&gt;0</b>	79.68	68.73	91.92	84.65	92.75	71.23	92.52
<b>LEVERAGE/LIQUIDITY</b>							
Total Liabilities/Equity	3.96	4.00	5.22	4.74	5.66	4.01	5.24
Total Liabilities/Equity (Weighted)	3.73	3.44	4.78	4.24	5.26	3.80	4.90
Current Assets/Current Liabilities	1.37	1.41	1.30	1.37	1.30	1.33	1.25
Current Assets/Current Liabilities (Weighted)	1.09	1.06	1.04	1.03	1.04	1.06	1.05
Total Equity/Total Asset	0.28	0.28	0.23	0.26	0.22	0.28	0.23
Total Equity/Total Asset (Weighted)	0.21	0.23	0.17	0.19	0.16	0.21	0.17
Tangible Net Worth/Total Assets (%)	26.16	25.94	21.70	23.84	20.34	25.89	21.21
Liquidity/Tangible Net Worth (%)	48.78	46.09	46.79	43.98	46.95	46.34	46.44
Cash and Equivalents/Current Assets							
Unrestricted Cash and Equivalents/Current Assets	0.15	0.15	0.12	0.13	0.11	0.14	0.11
Restricted Cash and Equivalents/Current Assets	0.02	0.02	0.02	0.02	0.02	0.02	0.02
Total Cash and Equivalents/Current Assets	0.17	0.17	0.14	0.15	0.13	0.16	0.13
Marketable Securities/Current Assets	0.01	0.00	0.00	0.01	0.00	0.00	0.00
Receivables/Current Assets	0.02	0.03	0.02	0.02	0.02	0.02	0.02
LHFS/Current Assets	0.80	0.80	0.84	0.82	0.85	0.81	0.84
Current Assets/Assets	0.80	0.79	0.84	0.82	0.85	0.80	0.83
Noncurrent Assets/Assets	0.20	0.21	0.16	0.18	0.15	0.20	0.17
Net Working Capital/Assets	0.12	0.11	0.10	0.10	0.09	0.11	0.09
<b>OTHER</b>							
# Company Employees	410	399	348	340	355	373	350
Number of Companies Reporting	251	275	266	266	266	219	219

(1) Includes all business channels: 1-4 unit residential originations and servicing, portfolio management, and any commercial/construction lending if applicable

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Balance Sheet, Performance Ratios and Net Income Summary - Historical (1)

#### Q3 - Net Income Summary, Simple Averages

IN THOUSANDS (\$000s)	2017	2018	2019	2019		Repeater	
				QTR 1&2	QTR 3&4	2018	2019
<b>NET INTEREST INCOME</b>							
Interest Income							
Warehousing Interest Income	3,903	4,289	4,603	1,888	2,715	4,131	5,023
Servicing-Related/Escrow Earnings	13	36	64	20	44	25	78
Interest Income - Loans Held for Investment and Securities	53	75	71	35	35	85	80
Other Interest Income and Adjustments	107	329	397	168	229	184	237
Total Interest Income	4,077	4,729	5,135	2,112	3,023	4,425	5,418
Interest Expense							
Warehousing Interest Expense	3,385	3,845	4,558	1,811	2,747	3,730	4,863
Servicing-Related Interest Expense	50	110	173	84	89	104	92
Other Interest Expense and Adjustments	328	535	485	236	249	413	462
Total Interest Expense	3,764	4,489	5,216	2,130	3,086	4,247	5,417
<b>Net Interest Income</b>	313	240	(81)	(18)	(63)	178	1
<b>NON-INTEREST INCOME</b>							
Origination Fees and Ancillary Revenue	11,710	12,150	14,498	5,906	8,592	11,145	14,859
Net Secondary Marketing Gain on Sale	52,893	45,490	56,009	23,750	32,259	43,788	56,985
Direct Servicing Revenue	6,429	5,991	5,230	2,564	2,666	4,486	4,503
MSR Amortization, Valuation Changes net of Hedging +/-	(2,130)	(1,091)	(5,503)	(3,180)	(2,323)	(769)	(4,585)
Other Non-Interest Income	927	1,242	1,476	366	1,110	860	1,680
<b>Non-Interest Income</b>	69,829	63,782	71,710	29,406	42,304	59,510	73,442
<b>Total Gross Income</b>	70,143	64,022	71,629	29,387	42,242	59,687	73,444
<b>NON-CORPORATE PERSONNEL EXPENSE</b>							
Originations Employees	35,214	32,894	36,171	15,197	20,974	31,562	36,820
Servicing Employees	1,078	975	588	284	304	423	428
Other Non-Corporate Personnel	642	754	1,109	484	625	796	992
Benefits and Other Personnel Expense	4,845	5,208	4,961	2,358	2,602	5,107	5,088
<b>Non-Corporate Personnel Expense</b>	41,779	39,831	42,828	18,323	24,505	37,889	43,328
<b>OTHER EXPENSE</b>							
Occupancy, Equipment, Technology	4,941	5,030	4,962	2,388	2,574	4,894	5,012
Unallocated Corporate/Overhead Expense	4,234	3,857	3,579	1,444	2,134	2,796	3,857
Other Non-Interest Expense	13,426	11,692	11,359	4,981	6,378	10,889	11,430
<b>Total Other Expense</b>	22,601	20,579	19,899	8,814	11,086	18,579	20,300
<b>Total Gross Non-Interest Expenses</b>	64,379	60,410	62,728	27,137	35,591	56,468	63,628
<b>PRE-TAX NET INCOME (Before Adjustments)</b>	5,763	3,611	8,901	2,250	6,651	3,219	9,816
<b>ADJUSTMENTS</b>							
Income Tax Benefit (Cost)	(442)	(407)	(543)	(77)	(466)	(421)	(773)
Non-Recurring Items Gain (Loss)	(3)	(2)	0	0	(0)	(0)	0
Minority Interest Income (Loss)	(58)	(77)	(119)	(46)	(73)	(97)	(144)
<b>Total Adjustments</b>	(504)	(486)	(661)	(122)	(539)	(518)	(916)
<b>Net Income After Adjustments</b>	5,259	3,125	8,240	2,129	6,112	2,702	8,900
Number of Companies Reporting	251	275	266	266	266	219	219

(1) Includes all business channels: 1-4 unit residential originations and servicing, portfolio management, and any commercial/construction lending if applicable



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Balance Sheet, Performance Ratios and Net Income Summary - by Asset Size

R1 - Balance Sheet, Simple Averages

IN THOUSANDS (\$000s)	<25M	25-50M	50-100M	>100M	Total
<b>TOTAL ASSETS</b>					
<b>Current Assets</b>					
Cash and Cash Equivalents, Unrestricted	2,788	4,028	5,514	15,298	9,204
Cash and Cash Equivalents, Restricted	121	974	508	3,489	1,876
Marketable Securities, Held to Maturity	4	-	1	156	70
Marketable Securities, Avail. for Sale	4	134	0	806	385
Trading Account Securities	(0)	5	-	111	50
Reverse Repurchase Agreements	-	1	-	9	4
Receivables - Unrelated Parties	412	621	1,095	6,155	3,156
Mortgage Loans HFS	8,856	25,560	53,149	287,492	145,843
<b>Total Current Assets</b>	<b>12,185</b>	<b>31,324</b>	<b>60,266</b>	<b>313,517</b>	<b>160,589</b>
<b>Noncurrent Assets</b>					
Mortgage Loans HFI	225	339	842	3,751	1,952
Receivables - Related Parties	206	733	784	1,627	1,074
Net Mortgage Servicing Rights	1,478	2,033	3,611	30,263	14,841
Real Estate Owned	62	52	137	268	168
Reserve for Other Losses (Contra)	(28)	(50)	(27)	(179)	(99)
Goodwill and Other Intangible Assets	41	114	167	2,764	1,292
Investments in Joint Ventures, Partnerships, Non Mtg, Other	183	582	250	688	503
Deferred Tax Assets	29	47	36	676	321
P&I, T&I, FC and Other Advances	105	98	509	2,399	1,212
Foreclosure Claims Receivable	14	19	294	457	275
Property, Equipment, Leasehold	228	805	919	3,394	1,906
Other Assets	836	1,384	2,783	19,328	9,590
<b>Total Noncurrent Assets</b>	<b>3,377</b>	<b>6,155</b>	<b>10,304</b>	<b>65,434</b>	<b>33,033</b>
<b>TOTAL ASSETS</b>	<b>15,562</b>	<b>37,479</b>	<b>70,570</b>	<b>378,951</b>	<b>193,622</b>
<b>LIABILITIES</b>					
Lines of Credit	8,231	21,986	48,881	270,726	136,637
Repurchase Reserves	137	273	451	2,121	1,116
Accrued Expenses	315	1,378	1,822	11,641	5,895
Other Short-Term Debt	617	2,782	2,662	21,959	10,985
Long-Term Debt	326	618	1,030	7,017	3,512
Other Liabilities	550	285	537	3,863	1,963
<b>TOTAL LIABILITIES</b>	<b>10,176</b>	<b>27,321</b>	<b>55,384</b>	<b>317,326</b>	<b>160,109</b>
<b>EQUITY</b>					
Common & Preferred Stock	381	239	385	670	481
Paid-In Capital	1,215	1,577	2,867	15,425	7,965
Retained Earnings	3,140	4,344	9,372	29,130	16,320
Treasury Stock	(271)	(122)	(215)	(102)	(153)
Gnrl, Ltd Partners', & Members' Capital	922	4,120	2,777	16,501	8,901
<b>TOTAL EQUITY (GAAP Net Worth)</b>	<b>5,386</b>	<b>10,158</b>	<b>15,186</b>	<b>61,624</b>	<b>33,513</b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>15,562</b>	<b>37,479</b>	<b>70,570</b>	<b>378,951</b>	<b>193,622</b>
<b>MEMORANDUM ITEMS</b>					
Adjusted Tangible Net Worth (Equity less goodwill and other intangibles, less affiliated receivables, less total restricted retained earnings, less pledged assets net of associated liabilities)	5,084	9,287	14,205	57,051	31,048
Number of Companies Reporting	34	54	60	118	266

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Balance Sheet, Performance Ratios and Net Income Summary - by Asset Size

R2 - Performance Ratios, Simple Average

PERCENTAGES (%)	<25M	25-50M	50-100M	>100M	Total
<b>PROFITABILITY(annualized where appropriate) (1)</b>					
Pre-Tax Net Income/Equity (%)	17.68	34.32	42.42	35.35	34.48
Pre-Tax Net Income/Assets (%)	5.25	8.09	6.51	4.69	5.86
Pre-Tax Net Income/Tangible Net Worth	0.18	0.37	0.44	0.37	0.36
Net Interest Margin (Net interest Income/Assets) (%)	0.50	0.01	0.12	0.01	0.10
Noninterest Income/Assets (%)	45.79	54.28	47.21	38.86	44.76
Noninterest Expense/Assets (%)	41.04	46.19	40.82	34.18	38.99
<b>% Institutions with Pre-tax Net Income&gt;0</b>	90.63	90.74	96.61	90.43	91.92
<b>LEVERAGE/LIQUIDITY</b>					
Total Liabilities/Equity	2.20	4.16	5.65	6.35	5.22
Total Liabilities/Equity (Weighted)	1.89	2.69	3.65	5.15	4.78
Current Assets/Current Liabilities	2.23	1.32	1.22	1.07	1.30
Current Assets/Current Liabilities (Weighted)	1.31	1.19	1.12	1.02	1.04
Total Equity/Total Asset	0.41	0.27	0.22	0.18	0.23
Total Equity/Total Asset (Weighted)	0.35	0.27	0.22	0.16	0.17
Tangible Net Worth/Total Assets (%)	38.08	24.50	20.22	16.46	21.70
Liquidity/Tangible Net Worth (%)	55.54	51.47	48.71	41.20	46.79
Cash and Equivalents/Current Assets					
Unrestricted Cash and Equivalents/Current Assets	0.29	0.15	0.10	0.06	0.12
Restricted Cash and Equivalents/Current Assets	0.02	0.04	0.01	0.01	0.02
Total Cash and Equivalents/Current Assets	0.30	0.19	0.11	0.07	0.14
Marketable Securities/Current Assets	0.00	0.00	0.00	0.01	0.00
Receivables/Current Assets	0.04	0.02	0.02	0.02	0.02
LHFS/Current Assets	0.66	0.78	0.87	0.90	0.84
Current Assets/Assets	0.76	0.84	0.85	0.85	0.84
Noncurrent Assets/Assets	0.24	0.16	0.15	0.15	0.16
Net Working Capital/Assets	0.22	0.13	0.10	0.05	0.10
<b>OTHER</b>					
# Company Employees	45	111	176	631	348
Number of Companies Reporting	34	54	60	118	266

(1) Includes all business channels: 1-4 unit residential originations and servicing, portfolio management, and any commercial/construction lending if applicable

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Balance Sheet, Performance Ratios and Net Income Summary - by Asset Size (1)

R3 - Net Income Summary, Simple Averages

IN THOUSANDS (\$000s)	<25M	25-50M	50-100M	>100M	Total
<b>NET INTEREST INCOME</b>					
Interest Income					
Warehousing Interest Income	276	809	1,698	9,063	4,603
Servicing-Related/Escrow Earnings	27	4	(1)	135	64
Interest Income - Loans Held for Investment and Securities	14	24	30	129	71
Other Interest Income and Adjustments	25	51	85	822	397
Total Interest Income	342	888	1,812	10,149	5,135
Interest Expense					
Warehousing Interest Expense	281	809	1,622	8,998	4,558
Servicing-Related Interest Expense	-	-	13	384	173
Other Interest Expense and Adjustments	12	71	85	1,014	485
Total Interest Expense	294	880	1,719	10,396	5,216
<b>Net Interest Income</b>	49	8	93	(248)	(81)
<b>NON-INTEREST INCOME</b>					
Origination Fees and Ancillary Revenue	2,099	5,640	10,538	24,138	14,498
Net Secondary Marketing Gain on Sale	4,352	13,846	21,410	107,782	56,009
Direct Servicing Revenue	818	1,474	1,392	10,171	5,230
MSR Amortization, Valuation Changes net of Hedging +/-	(307)	(413)	(689)	(11,777)	(5,503)
Other Non-Interest Income	226	(61)	452	3,060	1,476
<b>Non-Interest Income</b>	7,188	20,485	33,102	133,374	71,710
<b>Total Gross Income</b>	7,237	20,493	33,195	133,126	71,629
<b>NON-CORPORATE PERSONNEL EXPENSE</b>					
Originations Employees	3,340	9,745	16,108	67,925	36,171
Servicing Employees	107	518	231	940	588
Other Non-Corporate Personnel	74	(68)	453	2,280	1,109
Benefits and Other Personnel Expense	456	1,423	2,080	9,342	4,961
<b>Non-Corporate Personnel Expense</b>	3,978	11,618	18,871	80,487	42,828
<b>OTHER EXPENSE</b>					
Occupancy, Equipment, Technology	557	1,376	2,248	9,252	4,962
Unallocated Corporate/Overhead Expense	487	701	1,486	6,850	3,579
Other Non-Interest Expense	1,388	3,720	6,172	20,365	11,359
<b>Total Other Expense</b>	2,432	5,797	9,905	36,468	19,899
<b>Total Gross Non-Interest Expenses</b>	6,409	17,415	28,777	116,955	62,728
<b>PRE-TAX NET INCOME (Before Adjustments)</b>	828	3,078	4,418	16,172	8,901
<b>ADJUSTMENTS</b>					
Income Tax Benefit (Cost)	(28)	(68)	(195)	(1,085)	(543)
Non-Recurring Items Gain (Loss)	2	0	(0)	-	0
Minority Interest Income (Loss)	-	(113)	-	(216)	(119)
<b>Total Adjustments</b>	(26)	(181)	(195)	(1,301)	(661)
<b>Net Income After Adjustments</b>	802	2,897	4,223	14,871	8,240
Number of Companies Reporting	34	54	60	118	266

(1) Includes all business channels: 1-4 unit residential originations and servicing, portfolio management, and any commercial/construction lending if applicable

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Balance Sheet, Performance Ratios and Net Income Summary - by Company Type

S1 - Balance Sheet, Simple Averages

IN THOUSANDS (\$000s)	Bank/Thrift Subs	Independent Mtg Cos.	Other (1)	Total
<b>TOTAL ASSETS</b>				
<b>Current Assets</b>				
Cash and Cash Equivalents, Unrestricted	8,592	8,836	12,806	9,204
Cash and Cash Equivalents, Restricted	1,327	1,800	2,976	1,876
Marketable Securities, Held to Maturity	-	86	-	70
Marketable Securities, Avail. for Sale	-	437	279	385
Trading Account Securities	-	59	21	50
Reverse Repurchase Agreements	3	5	-	4
Receivables - Unrelated Parties	2,826	2,364	10,077	3,156
Mortgage Loans HFS	148,329	140,197	191,087	145,843
<b>Total Current Assets</b>	<b>161,076</b>	<b>153,783</b>	<b>217,245</b>	<b>160,589</b>
<b>Noncurrent Assets</b>				
Mortgage Loans HFI	6,626	1,261	3,784	1,952
Receivables - Related Parties	375	932	2,857	1,074
Net Mortgage Servicing Rights	8,526	16,154	9,177	14,841
Real Estate Owned	323	162	88	168
Reserve for Other Losses (Contra)	(146)	(103)	(28)	(99)
Goodwill and Other Intangible Assets	2,339	651	5,786	1,292
Investments in Joint Ventures, Partnerships, Non Mtg, C	146	533	556	503
Deferred Tax Assets	(12)	340	446	321
P&I, T&I, FC and Other Advances	75	1,433	324	1,212
Foreclosure Claims Receivable	-	332	26	275
Property, Equipment, Leasehold	1,866	1,817	2,680	1,906
Other Assets	8,768	9,913	7,577	9,590
<b>Total Noncurrent Assets</b>	<b>28,884</b>	<b>33,423</b>	<b>33,272</b>	<b>33,033</b>
<b>TOTAL ASSETS</b>	<b>189,960</b>	<b>187,205</b>	<b>250,517</b>	<b>193,622</b>
<b>LIABILITIES</b>				
Lines of Credit	127,645	135,341	155,120	136,637
Repurchase Reserves	1,083	987	2,221	1,116
Accrued Expenses	3,404	6,016	6,991	5,895
Other Short-Term Debt	20,531	8,132	26,832	10,985
Long-Term Debt	2,461	3,736	2,522	3,512
Other Liabilities	2,253	1,990	1,489	1,963
<b>TOTAL LIABILITIES</b>	<b>157,377</b>	<b>156,202</b>	<b>195,176</b>	<b>160,109</b>
<b>EQUITY</b>				
Common & Preferred Stock	146	555	140	481
Paid-In Capital	14,979	7,158	8,795	7,965
Retained Earnings	14,540	16,384	17,289	16,320
Treasury Stock	-	(179)	(69)	(153)
Gnrl, Ltd Partners', & Members' Capital	2,919	7,085	29,186	8,901
<b>TOTAL EQUITY (GAAP Net Worth)</b>	<b>32,583</b>	<b>31,004</b>	<b>55,341</b>	<b>33,513</b>
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>189,960</b>	<b>187,205</b>	<b>250,517</b>	<b>193,622</b>
<b>MEMORANDUM ITEMS</b>				
Adjusted Tangible Net Worth	29,852	29,302	46,697	31,048
(Equity less goodwill and other intangibles, less affiliated receivables, less total restricted retained earnings, less pledged assets net of associated liabilities)				
Number of Companies Reporting	22	218	26	266

(1) Other: Subsidiaries of other non-depository institutions; hedge funds or hedge fund subsidiaries; REITs

# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Balance Sheet, Performance Ratios and Net Income Summary - by Company Type

#### S2 - Performance Ratios, Simple Average

PERCENTAGES (%)	Bank/Thrift Subs	Independent Mtg Cos.	Other (2)	Total
<b>PROFITABILITY(annualized where appropriate) (1)</b>				
Pre-Tax Net Income/Equity (%)	15.38	34.93	46.86	34.48
Pre-Tax Net Income/Assets (%)	2.84	5.68	9.97	5.86
Pre-Tax Net Income/Tangible Net Worth	0.17	0.37	0.48	0.36
Net Interest Margin (Net interest Income/Assets) (%)	0.48	0.04	0.22	0.10
Noninterest Income/Assets (%)	34.34	45.52	47.17	44.76
Noninterest Expense/Assets (%)	31.99	39.89	37.43	38.99
<b>% Institutions with Pre-tax Net Income&gt;0</b>	95.00	91.59	92.31	91.92
<b>LEVERAGE/LIQUIDITY</b>				
Total Liabilities/Equity	4.12	5.42	4.45	5.22
Total Liabilities/Equity (Weighted)	4.83	5.04	3.53	4.78
Current Assets/Current Liabilities	1.51	1.29	1.26	1.30
Current Assets/Current Liabilities (Weighted)	1.06	1.02	1.14	1.04
Total Equity/Total Asset	0.32	0.22	0.27	0.23
Total Equity/Total Asset (Weighted)	0.17	0.17	0.22	0.17
Tangible Net Worth/Total Assets (%)	28.94	20.59	24.93	21.70
Liquidity/Tangible Net Worth (%)	44.73	47.79	40.12	46.79
Cash and Equivalents/Current Assets				
Unrestricted Cash and Equivalents/Current Assets	0.14	0.11	0.14	0.12
Restricted Cash and Equivalents/Current Assets	0.02	0.02	0.04	0.02
Total Cash and Equivalents/Current Assets	0.15	0.13	0.19	0.14
Marketable Securities/Current Assets	0.00	0.01	0.00	0.00
Receivables/Current Assets	0.02	0.02	0.04	0.02
LHFS/Current Assets	0.82	0.85	0.77	0.84
Current Assets/Assets	0.76	0.84	0.83	0.84
Noncurrent Assets/Assets	0.24	0.16	0.17	0.16
Net Working Capital/Assets	0.12	0.09	0.13	0.10
<b>OTHER</b>				
# Company Employees	282	353	357	348
Number of Companies Reporting	22	218	26	266

(1) Includes all business channels - 1-4 unit residential originations and servicing, portfolio management, and any commercial/construction lending if applicable

(2) Other: Subsidiaries of other non-depository institutions; hedge funds or hedge fund subsidiaries; REITs



# ANNUAL MORTGAGE BANKERS PERFORMANCE REPORT 2019 DATA

## Annual Mortgage Bankers Performance Report

### Balance Sheet, Performance Ratios and Net Income Summary - by Company Type (2)

#### S3 - Net Income Summary, Simple Averages

IN THOUSANDS (\$000s)	Bank/Thrift Subs	Independent Mtg Cos.	Other (1)	Total
<b>NET INTEREST INCOME</b>				
Interest Income				
Warehousing Interest Income	5,483	4,384	5,697	4,603
Servicing-Related/Escrow Earnings	1	77	11	64
Interest Income - Loans Held for Investment and Securities	279	32	221	71
Other Interest Income and Adjustments	245	451	79	397
Total Interest Income	6,008	4,943	6,008	5,135
Interest Expense				
Warehousing Interest Expense	5,678	4,450	4,518	4,558
Servicing-Related Interest Expense	6	204	57	173
Other Interest Expense and Adjustments	231	538	252	485
Total Interest Expense	5,915	5,192	4,827	5,216
<b>Net Interest Income</b>	93	(249)	1,181	(81)
<b>NON-INTEREST INCOME</b>				
Origination Fees and Ancillary Revenue	9,870	14,566	17,847	14,498
Net Secondary Marketing Gain on Sale	48,026	55,930	63,431	56,009
Direct Servicing Revenue	3,548	5,436	4,922	5,230
MSR Amortization, Valuation Changes net of Hedging +/-	(2,484)	(6,088)	(3,149)	(5,503)
Other Non-Interest Income	153	1,562	1,869	1,476
<b>Non-Interest Income</b>	59,113	71,406	84,920	71,710
<b>Total Gross Income</b>	59,206	71,157	86,101	71,629
<b>NON-CORPORATE PERSONNEL EXPENSE</b>				
Originations Employees	31,173	36,949	33,873	36,171
Servicing Employees	608	551	885	588
Other Non-Corporate Personnel	261	1,245	690	1,109
Benefits and Other Personnel Expense	5,331	4,705	6,792	4,961
<b>Non-Corporate Personnel Expense</b>	37,373	43,449	42,240	42,828
<b>OTHER EXPENSE</b>				
Occupancy, Equipment, Technology	4,472	4,997	5,085	4,962
Unallocated Corporate/Overhead Expense	3,561	3,534	3,967	3,579
Other Non-Interest Expense	8,035	11,669	11,568	11,359
<b>Total Other Expense</b>	16,067	20,200	20,620	19,899
<b>Total Gross Non-Interest Expenses</b>	53,441	63,649	62,860	62,728
<b>PRE-TAX NET INCOME (Before Adjustments)</b>	5,765	7,507	23,241	8,901
<b>ADJUSTMENTS</b>				
Income Tax Benefit (Cost)	(1,094)	(63)	(4,098)	(543)
Non-Recurring Items Gain (Loss)	-	0	-	0
Minority Interest Income (Loss)	(281)	(116)	(1)	(119)
<b>Total Adjustments</b>	(1,375)	(179)	(4,099)	(661)
<b>Net Income After Adjustments</b>	4,390	7,328	19,142	8,240
Number of Companies Reporting	22	218	26	266

(1) Other - Subsidiaries of other non-depository institutions; hedge funds or hedge fund subsidiaries; REITs

(2) Includes all business channels - 1-4 unit residential originations and servicing, portfolio management, and any commercial/construction lending if applicable



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