



Mortgage Metrics Matter

**LENDER LOS INSIGHTS EXCERPTS FROM
THE LOS TECHNOLOGY INSIGHT SURVEY**

AN EXCERPT FROM
STRATMOR
INSIGHTS

Mortgage Metrics Matter



LENDER LOS INSIGHTS

EXCERPTS FROM THE LOS TECHNOLOGY INSIGHT SURVEY

STRATMOR's 2017 LOS Technology Insight Survey (TIS) captures and consolidates incisive information provided by more than 200 lenders regarding commercial-off-the-shelf ("COTS") and proprietary Loan Origination Systems (LOS), the scope of available functionality they provide.

The 2017 LOS Report covers the following topics in addition to detailed lender feedback on 12 unique Loan Origination systems including satisfaction, user experience and a functionality assessment:

- LOS Market Share
- Overall Satisfaction
- User Experience
- Implementation Experience
- Expenditures
- Required Resources

The 2017 report also includes information regarding other mortgage technologies that work with an LOS throughout the process, such as:

- Document Preparation
- Lead Management/CRM
- Point of Sale
- Pricing Engine Software
- Fee Engines
- Closing Collaboration Software

PURCHASE THE SURVEY

For lenders who did not participate in the survey, the cost to purchase 2017 Report is \$4,000 and can be purchased at <https://www.stratmorprograms.com/2017TechInsight>. Lenders who participated in the survey can purchase the report at a discounted price of \$2,500. If you participated in the survey and do not have the participant code, contact us at technologyinsight@stratmorgroup.com.

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LENDER LOS INSIGHTS

The following are select results from the 2017 LOS Technology Insight Survey.

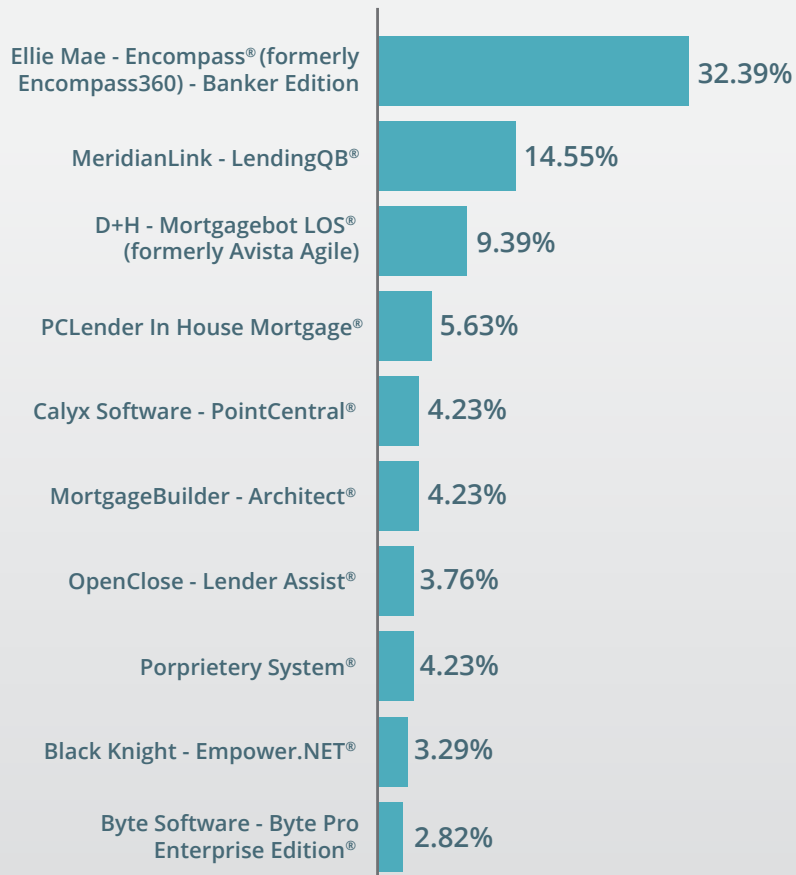
Q

What are the top systems being used by lenders?

A

Ellie Mae — Encompass is the clear leader in lender share for the third year running. LendingQB and Mortgagebot round out the top three. This year's TIS results included lender feedback on 27 systems down from 37 in the 2016 results. This signals that the LOS market is consolidating. As further proof of the consolidation, the top three LOS — Ellie Mae Encompass, Lending QB and Mortgagebot — gained lender share in 2017 versus 2016.

% of all respondents



STRATMOR Technology Insight Survey, 2017. ©STRATMOR Group, 2017.

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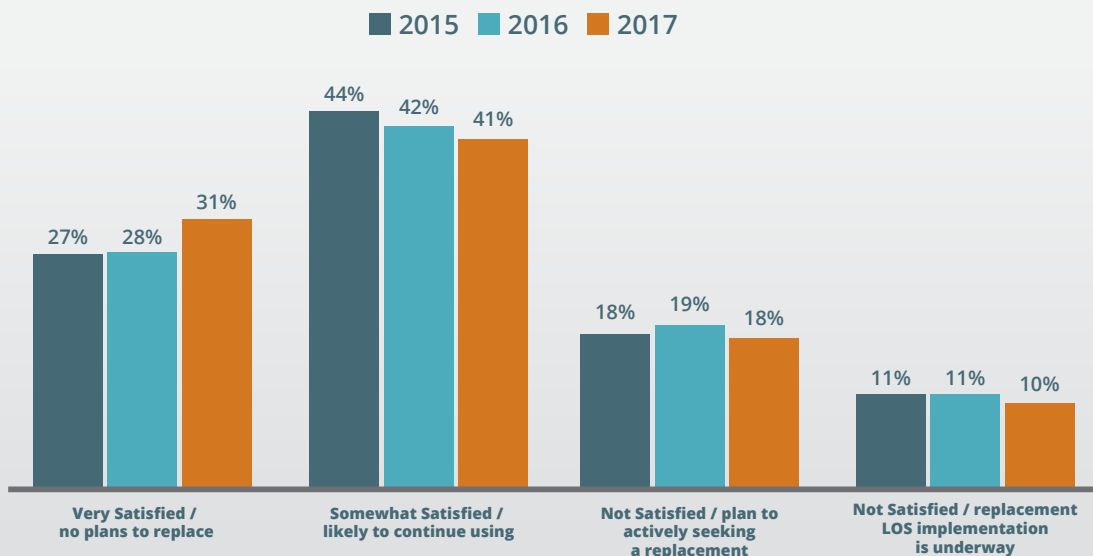
Q

How satisfied are lenders with their Loan Origination System (LOS)?

A

The results are mixed. As with past years, there are a group of lenders (31%) that are 'Very Satisfied' and have no plans to replace their current LOS. This group is up a full three (3) percentage points over 2016 findings. While this is not a huge jump, it is encouraging to see more lenders reporting that they are Very Satisfied with their LOS. The largest group of respondents (41%) indicate that they are 'Somewhat Satisfied' and will likely continue to use their system. While these lenders are not actively looking to replace their system, their responses indicate that they are not 'raving fans' of their LOS.

Overall Satisfaction with LOS



STRATMOR Technology Insight Survey, 2017. ©STRATMOR Group, 2017.

But 28 percent of lenders are not satisfied with their LOS, with 18 percent of lenders indicating that they are actively seeking to replace their current LOS and another 10 percent of lenders currently implementing a new system because they are 'Not Satisfied' with their current system.

Thus, despite an increase in the top category, there is still a considerable number of lenders who are actively looking to replace or are in the process of replacing their LOS. Those systems that lack adequate third-party integrations, compliance tools and customer support will lose their lender customers in favor of products that offer superior functionality and support.

GET 2017 TECHNOLOGY INSIGHT SURVEY RESULTS

You can purchase the 2017 Technology Insight Survey results by [clicking here](#). ■