

COVID-19: ONE YEAR ON

IMPACT ON THE MORTGAGE MARKET

We asked over 500 mortgage brokers about their experiences in the mortgage market since the first lockdown.



CELEBRATING
25
YEARS

CUSTOMERS



59%

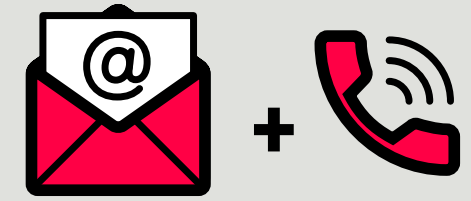
of brokers liaised with their customers

FACE TO FACE



TELEPHONE

is currently the most popular method of interaction



52%

of brokers think that customers would continue to want to interact

DIFFERENTLY

Before

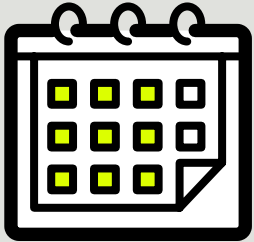
Lockdown

During

Lockdown

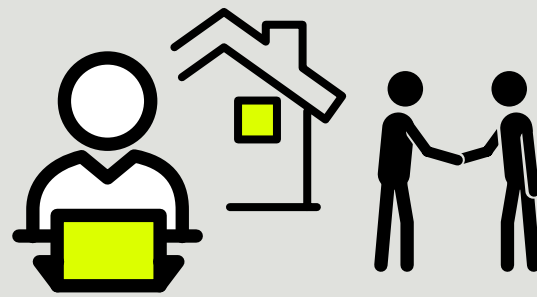
After

BROKERS



80%

of brokers want to get back to physical events



Brokers want a mixture of **VIRTUAL & PHYSICAL** interaction with their BDM

5X



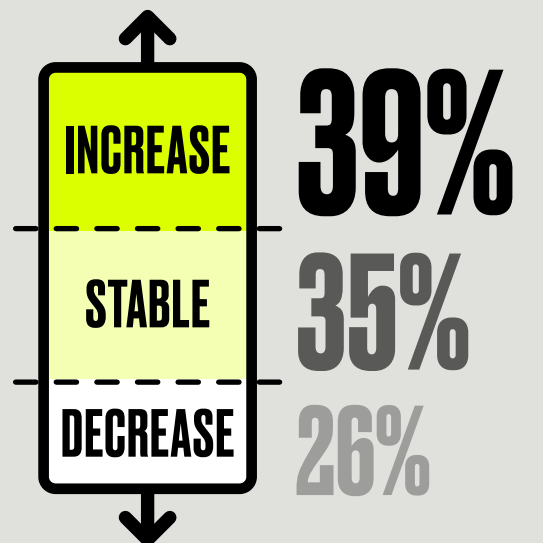
as many brokers said they would spend more time working from home compared to last year

PRODUCT & CRITERIA



are the two most important factors for brokers when choosing a lender, which they anticipate will continue over the next year

2020 BUSINESS
for brokers



THE MARKET



of brokers are **3/4 FEELING OPTIMISTIC** about the market



SELF-EMPLOYED & OLDER BORROWERS are the least served



LANDLORDS & NEW BUILD CUSTOMERS are the most served



Brokers feel that...