Tech Disruption in the Mortgage Industry: What's Next?
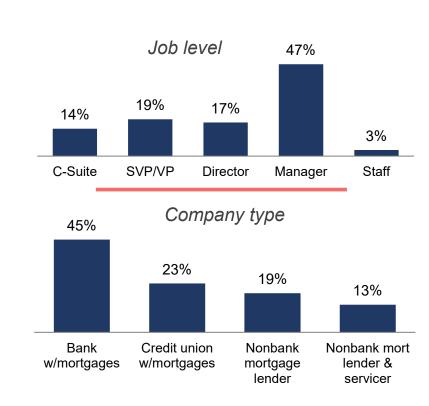
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- In June and July 2025, we surveyed 128 mortgage industry professionals to explore the state of technology adoption.

- All of those respondents have some level of involvement or influence over tech decisions for their firms.

- Our goal? To understand where organizations are on the tech adoption curve, the factors driving tech adoption and implementation as well as approaches/challenges associated with a key part of the mortgage lifecycle: verifying borrower income, employment and/or assets.

Job level

C-Suite	SVP/VP	Director	Manager	Staff
14%	19%	17%	47%	3%

Company type

Bank w/mortgages	Credit union w/mortgages	Nonbank mortgage lender	Nonbank mort lender & servicer
45%	23%	19%	13%

Source: National Mortgage News, Tech Disruption Survey 2025
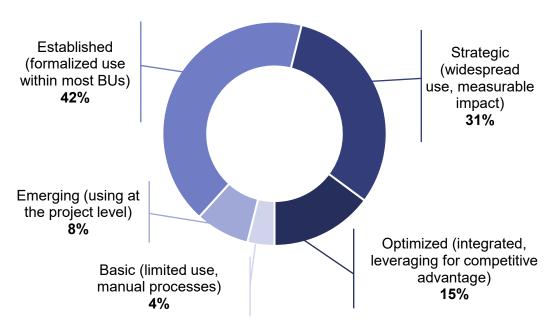
A majority have tech stacks that are keeping pace with 15% on the leading edge

How would you describe your organization's use of <u>modern technology?</u>

Established (formalized use within most BUs) **42%**

Strategic (widespread use, measurable impact) **31%**

Emerging (using at the project level) **8%**

Basic (limited use, manual processes) **4%**

Optimized (integrated, leveraging for competitive advantage) **15%**

Optimized/Strategic (%) by Loans Originated

$5B+	–	69%
$1B - <$5B	–	47%
<$5B	–	24%
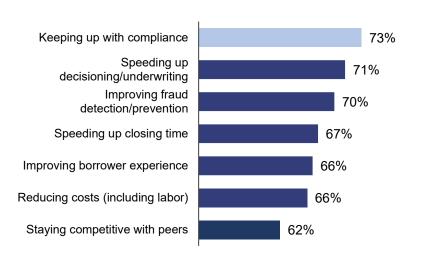
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DIGITAL MORTGAGE
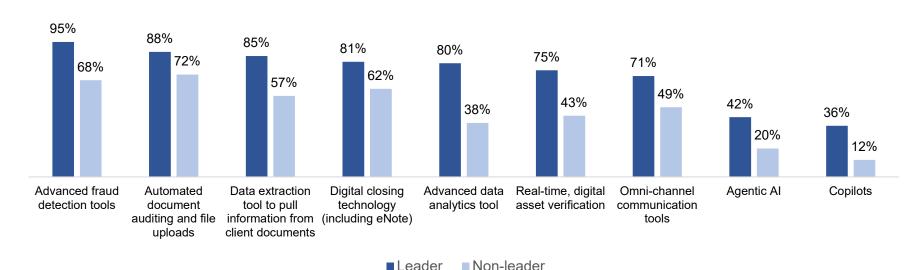
Tech leaders are using tools to extend beyond basic infrastructure
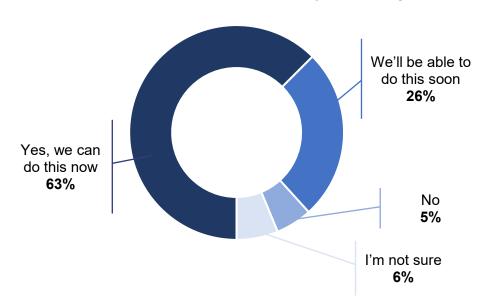
What technology is in use at your organization? (% THAT CURRENTLY USE)
By Technology Adoption Pace

Advanced fraud detection tools: Leader 95%, Non-leader 68%
Automated document auditing and file uploads: Leader 88%, Non-leader 72%
Data extraction tool to pull information from client documents: Leader 85%, Non-leader 57%
Digital closing technology (including eNote): Leader 81%, Non-leader 62%
Advanced data analytics tool: Leader 80%, Non-leader 38%
Real-time, digital asset verification: Leader 75%, Non-leader 43%
Omni-channel communication tools: Leader 71%, Non-leader 49%
Agentic AI: Leader 42%, Non-leader 20%
Copilots: Leader 36%, Non-leader 12%

Legend: ■ Leader ■ Non-leader

Source: National Mortgage News, Tech Disruption Survey 2025

Most have the capability to build out an API to integrate new tech with legacy systems

Does your organization have the capability to build out an API that incorporates new technologies within your existing infrastructure?

We'll be able to do this soon
26%

Yes, we can do this now
63%

No
5%

I'm not sure
6%

By Organization Type

Bank	–	63%
Credit Union	–	53%
Nonbank	–	68%

Source: National Mortgage News, Tech Disruption Survey 2025
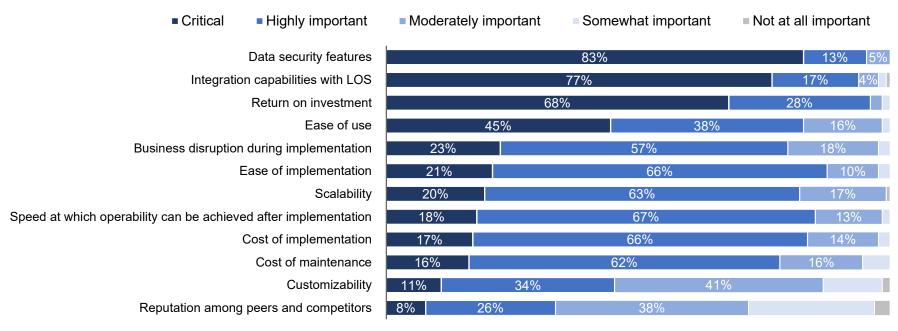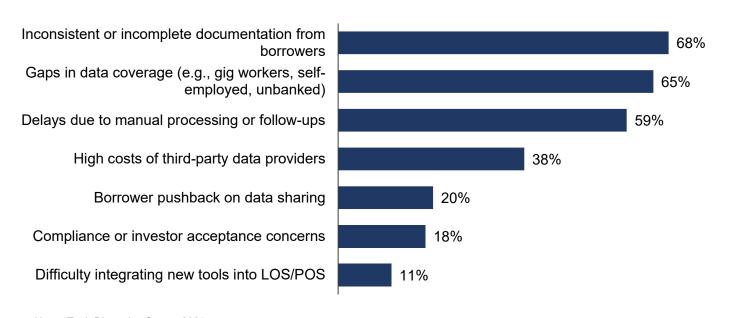
Data security, integration, ROI are top consideration when lenders adding new tech

When considering adding on a tool to your tech stack, how important are the following features?

■ Critical ■ Highly important ■ Moderately important ■ Somewhat important ■ Not at all important

Feature	Critical	Highly important	Moderately important
Data security features	83%	13%	5%
Integration capabilities with LOS	77%	17%	4%
Return on investment	68%	28%	
Ease of use	45%	38%	16%
Business disruption during implementation	23%	57%	18%
Ease of implementation	21%	66%	10%
Scalability	20%	63%	17%
Speed at which operability can be achieved after implementation	18%	67%	13%
Cost of implementation	17%	66%	14%
Cost of maintenance	16%	62%	16%
Customizability	11%	34%	41%
Reputation among peers and competitors	8%	26%	38%

Source: National Mortgage News, Tech Disruption Survey 2025

Lenders face key challenges in borrower verification

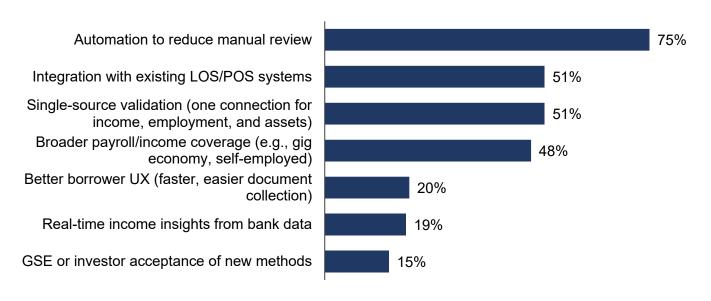*What are the biggest challenges you face with verifying borrower income, employment, or assets today?*

Challenge	Percentage
Inconsistent or incomplete documentation from borrowers	68%
Gaps in data coverage (e.g., gig workers, self-employed, unbanked)	65%
Delays due to manual processing or follow-ups	59%
High costs of third-party data providers	38%
Borrower pushback on data sharing	20%
Compliance or investor acceptance concerns	18%
Difficulty integrating new tools into LOS/POS	11%

Source: National Mortgage News, Tech Disruption Survey 2025

DIGITAL MORTGAGE

Lenders agree that verification workflows would benefit from more automation

Which of the following would most improve your verification workflows in the next 12-24 months?

Category	Percentage
Automation to reduce manual review	75%
Integration with existing LOS/POS systems	51%
Single-source validation (one connection for income, employment, and assets)	51%
Broader payroll/income coverage (e.g., gig economy, self-employed)	48%
Better borrower UX (faster, easier document collection)	20%
Real-time income insights from bank data	19%
GSE or investor acceptance of new methods	15%

Source: National Mortgage News, Tech Disruption Survey 2025

Thank you!