# Home Equity Trends

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**-**coviance<sup>™</sup>



25 April 2023



1 PM - 1:30 PM CT



**Richard Goldman** Founder and CEO, Competiscan



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Jill Skinner
Chief Marketing Officer,
Coviance

# Agenda

Introductions

**Trends in Home Equity** 

**Consumer Perceptions on HELOC Offers** 

**Key Takeaways** 

Q&A



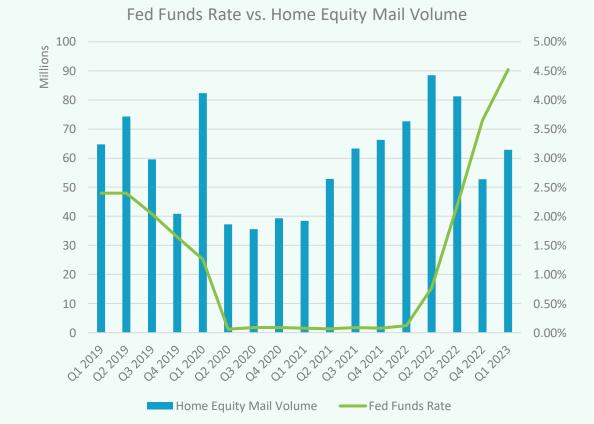
## **Market Conditions**

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- Home Equity mail volumes have stayed relatively stable despite the increase in the Fed Funds Rate, offering a lower-rate option for lending needs to consumers during times of inflation.
- After years of peak refinance volumes, borrowers need alternative solutions.



Pivoting marketing strategy to diversify product options is critical to weather the storm.



# The Rise of Home Equity

- Historically high tappable equity and the previous historically low 1st mortgage rates, fuel the right conditions for home equity lending.
- HELOC growth is likely to continue at a record pace in 2023



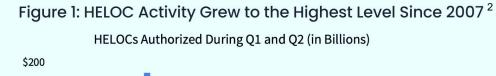
**Educating homeowners on their tappable** equity drives awareness of financial options.

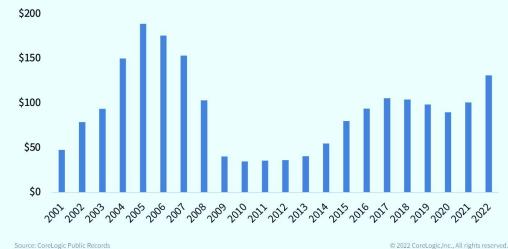






**32%** 



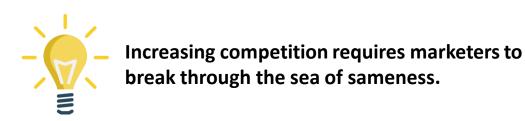


2https://www.corelogic.com/intelligence/the-return-of-home-equity-line-of-credit-activity/

<sup>1</sup> ATTOM, 2022 U.S. Residential Property Mortgage Origination Report

# **Home Equity Marketing Volumes**

- With the headwinds of a shrinking mortgage market, lenders (banks, credit unions, and nonbank fintechs) are competing for a smaller audience with increased gusto.
- In Q1 2023, home equity jumped to 38% of total mail volume.
- Home equity email volumes increased 158% q/q and 214% y/y.





	2022 Q1	2022 Q2	2022 Q3	2022 Q4	2023 Q1
Mortgage	338,663,836	276,834,271	184,970,749	110,584,605	101,669,820
Home Equity	72,659,527	88,479,089	81,468,770	52,696,995	62,861,032
Home Equity %					
of Total	18%	24%	31%	32%	38%

## Home Equity Product Estimated Volume Q1 2019 - Q1 2023

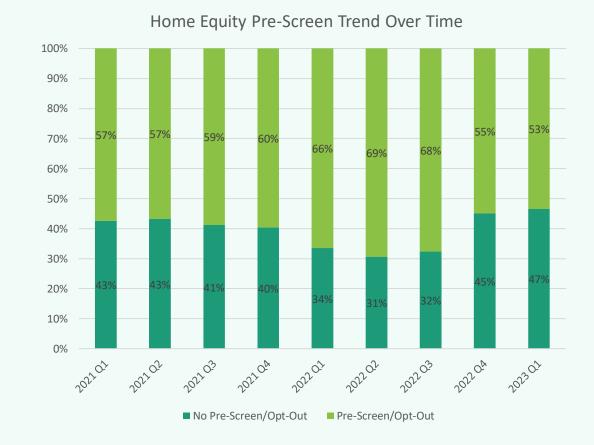


Media Channel: Direct Mail, Email | Sector: Mortgage & Loan | Audience: Consumer | Added to database: Between January 2019 and March 2023 | Country: US | Category: Secured | Sub Category: HELOC, Home Equity Loan | Primary: Primary | Mailing Type: Acquisition, Follow-Up, Upgrade/Cross-Sell, Win-Back

## **Pre-Screen Trends**

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- Home equity pre-screened offers remained the same in Q1 2023, accounting for 53% of all home equity offers, after decreasing in Q4 2022.
- Based on Competiscan historical tracking, pre-screened home equity offers are typically distributed via direct mail. Therefore, as email volumes have increased, the number of pre-screened offers have decreased.



# **Example HELOC Offers**



Status: Preselected

Make the most of the equity in your home.

իրընթվինակներին-հրարարարության անդանան

Lock in your rate today and get a fixed rate as low as **6.89%** APR for up to 5 years.

You've worked hard to build up the equity in your home and a **BMO Home Equity Line of Credit (HELOC)** is a great way to put that equity to use!

As a valued customer, you are preselected for a HELOC with these great features:

- . A fixed rate as low as 6.89% APR for up to 5 years.3
- \$0 application fee.4
- No to low closing costs.<sup>4</sup>
- . Borrow only what you need.
- Apply and close online complete the whole process from home.<sup>5</sup>

With a low interest rate and flexible repayment schedule, your BMO HELOC can help you make real financial progress.

## How can I use a HELOC?

- □ Renovate your home.
- ☐ Consolidate your debt.
- ☐ Make a large purchase.
- ☐ Have an emergency fund.
- ☐ Pay off education expenses.

Don't wait, apply today! This offer expires 1/31/2023.



Scan to apply or visit bmoharris.com/heloc



1-888-340-2265

You can choose to stop receiving "prescreened" offers of credit from this and other companies by calling toll-free 1-888-567-8688. See PRESCREEN & OPT-OUT NOTICE on the other side for more information about prescreened offers.

## FIGURE | You're pre-approved!

## Use your cash for what matters now:

- Improve your home
- Fund a major evant
- Make a big purchase

- Consolidate debt
- Pay tuition
- Pay medical bills

Accept your fixed-rate
HELOC offer today!

# How can I use a HELOC?

- ☐ Renovate your home.
- □ Consolidate your debt.
- ☐ Make a large purchase.
- □ Have an emergency fund.
- □ Pay off education expenses.

# ACCEPT your PRE-APPROVED¹ FIGURE HELOC offer in 5 MINUTES and get FUNDING IN AS FEW AS 5 DAYS.² Use your cash for what matters now: Improve your home Consolidate debt Fund a major evant Pay tuition Make a big purchase Pay medical bills

## To accept your fixed-rate HELOC offer:

Go to Figure.com/save, or use your phone camera to scan this QR code and go directly to the site.

Your reservation code:



**APRIL 15, 2023** 

You can choose to stop receiving "prescreened" offers of credit from this and

# **Example HELOC Offers**









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# **Key Takeaways**



## 1. Home Equity can be the lead product.

Be proactive about educating homeowners on their tappable equity.

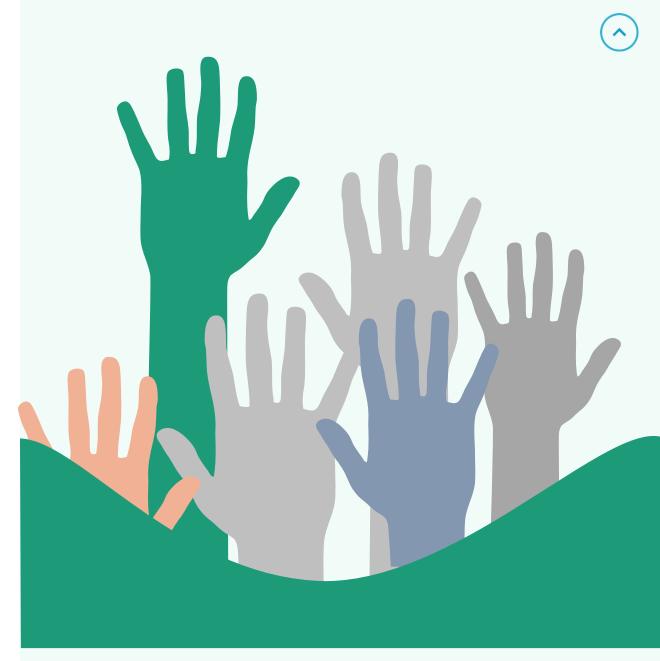
# 2. Winning hearts and minds takes more than a great rate.

Borrowers expect fast and friction-less experiences. Consider a fintech partner to elevate capabilities.

# 3. Be aggressive and bold with testing to avoid the sea of sameness.

Staying competitive in a smaller mortgage market is a must.

Q&A



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Insights

## Competiscan Research & Insights

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# **Appendix**







# **COMPETI-AWARD**

THIS CERTIFICATE IS AWARDED TO

# **BMO**

Consumer Most Likely to Respond to HELOC Offer.

Richard Goldman, CEO and Founder

## **HELOC Offers**



Bank of America



BMO (A) Make Status: Preselected the most of the equity in your home. իրիկիկիիկիիկինիկութի Lock in your rate today and get a fixed rate as low as **6.89%** APR for up to 5 years. You've worked hard to build up the equity in your home and a How can I use BMO Home Equity Line of Credit (HELOC) is a great way to put a HELOC? As a valued customer, you are preselected for a HELOC with these Renovate your home. A fixed rate as low as 6.89% APR for up to 5 years.<sup>3</sup> □ Consolidate your debt. • \$0 application fee.4 . No to low closing costs.4 ☐ Make a large purchase. · Borrow only what you need. . Apply and close online - complete the whole process ☐ Have an emergency fund. ☐ Pay off education expenses. With a low interest rate and flexible repayment schedule, your Don't wait, apply today! This offer expires 1/31/2023. Scan to apply or visit You can choose to stop receiving "prescreened" offers of credit from this and other companies by calling toll-free 1-888-567-8688. See <u>PRESCREEN & OPT-OUT NOTICE</u> on the other side for more information about prescreened offers.

**BMO** 

YOU'RE PRE-QUALIFIED\* TO BORROW \$250,000 little as 2 weeks. invitation code (below) **≡** CITIZENS FASTLINE Apply via mobile<sup>2</sup> or online in 3 minutes or less. Ideas pop up fast. Easily upload a few documents So could the money to our digital portal. (#) to fund them. Be ready to close in as few as 7 days. Personal Invitation Code: Scan to get started with TRUST THE #1 LENDER\*

As the country's leading home equity lender, we look forward to sharing our experience with you. Citizens FastLine offer by April 2, 2023 Your pre-qualified status for a home equity line of credit is available through 4/2/2023. Rates subject to change and minimum time of credit amounts apply. Please see importation on the back of this letter.

Citizens

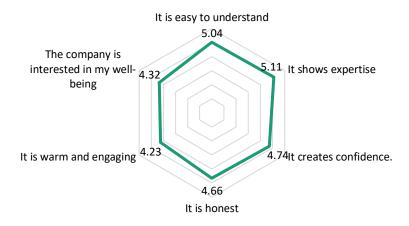
Figure Lending



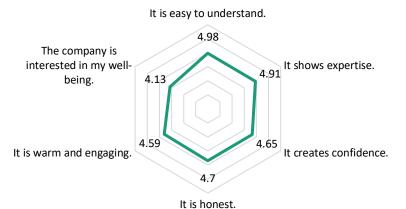
# **Consumer Perceptions of HELOC Offers (Lenders)**



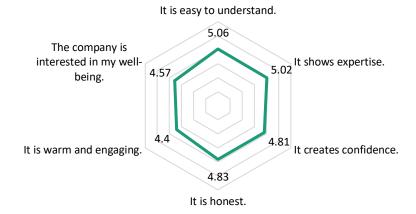
#### Bank of America



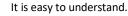
#### Citizens

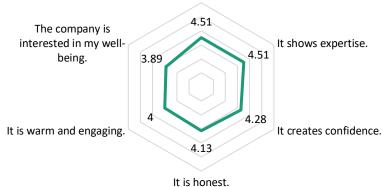


#### BMO



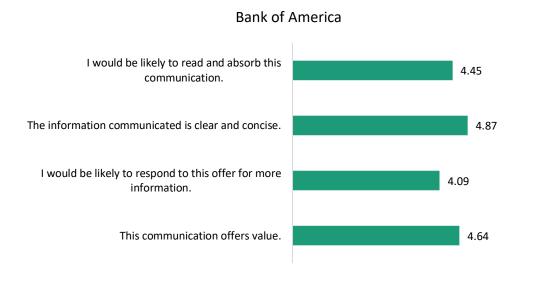
#### Figure Lending

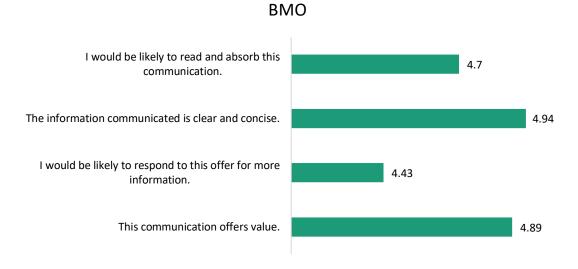


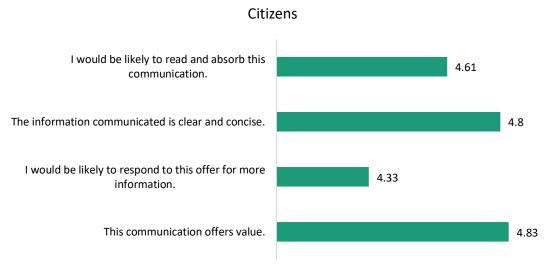


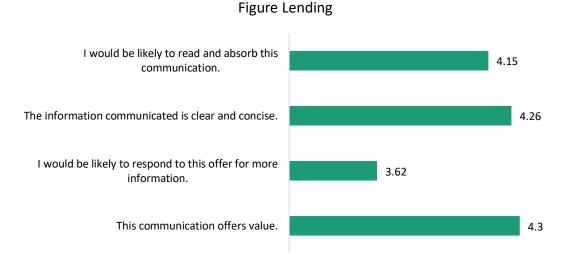
# **Consumer Perceptions of HELOC Offers (Lenders)**















# **COMPETI-AWARD**

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# **ESL FEDERAL CREDIT UNION**

Consumer Most Likely to Respond to HELOC Offer.

Richard Goldman, CEO and Founder

## **Credit Union HELOC Offers**

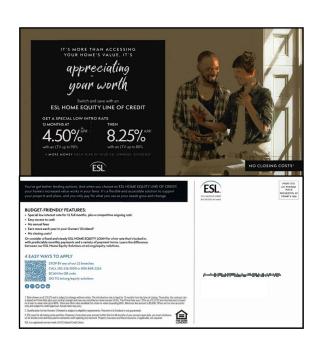


ESL Federal Credit Union

**Genisys Credit Union** 

Garden Savings Federal Credit Union

Caltech Employees Federal Credit Union





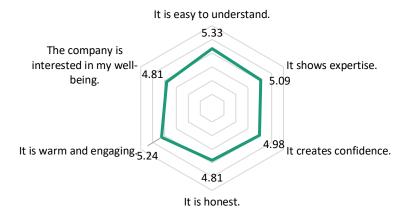




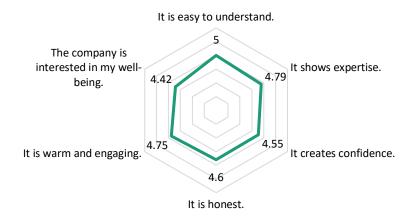
# **Consumer Perceptions of HELOC Offers (Credit Unions)**



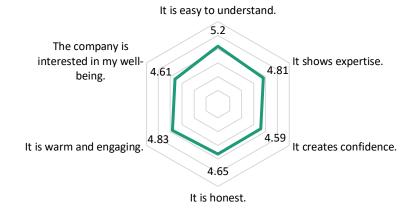
#### **ESL Federal Credit Union**



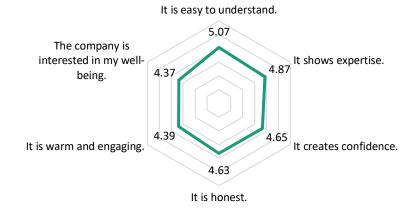
## Garden Savings Federal Credit Union



#### Genisys Credit Union



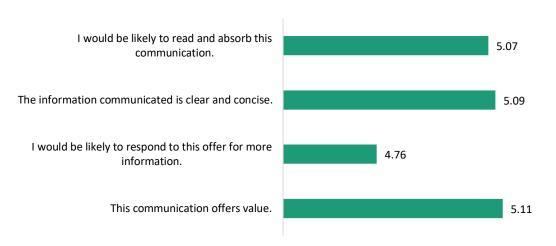
## Caltech Employees Federal Credit Union



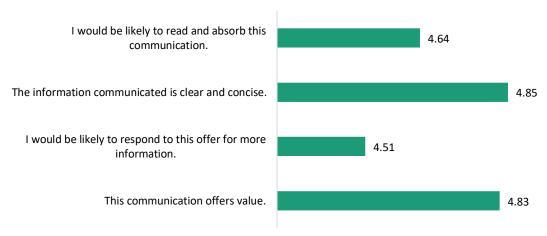
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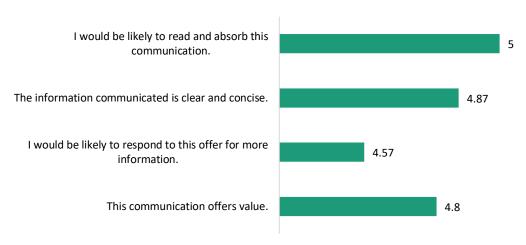




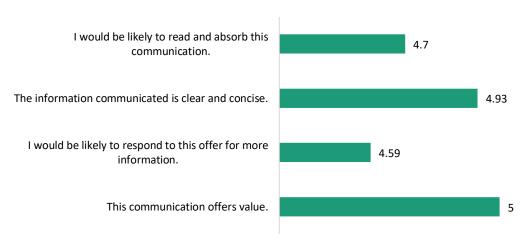
## Garden Savings Federal Credit Union



## Genisys Credit Union



### Caltech Employees Federal Credit Union

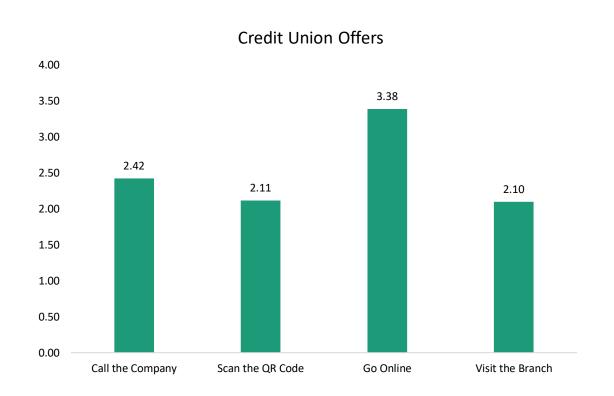


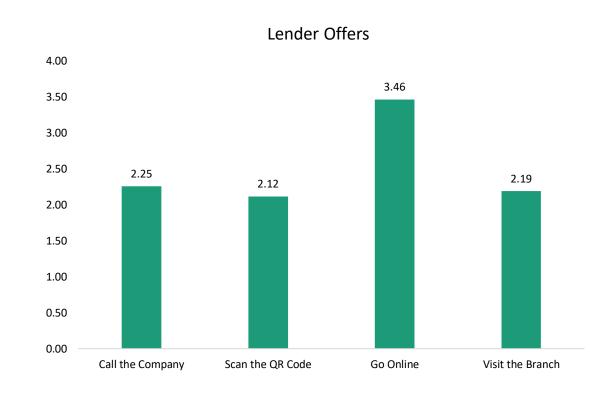




# **Consumer Response Preference on HELOC Offers**

Consumers preferred going online to respond to a home equity line of credit offer rather than having to call the company, scan a QR code or visit a branch location.

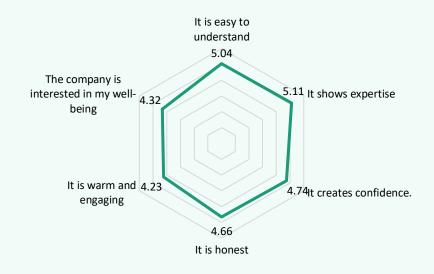


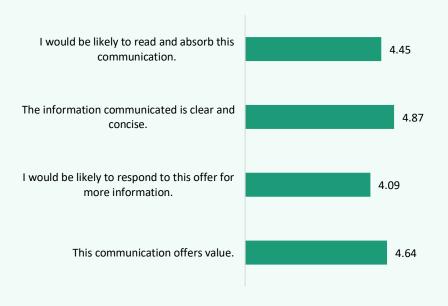


## **Bank of America**





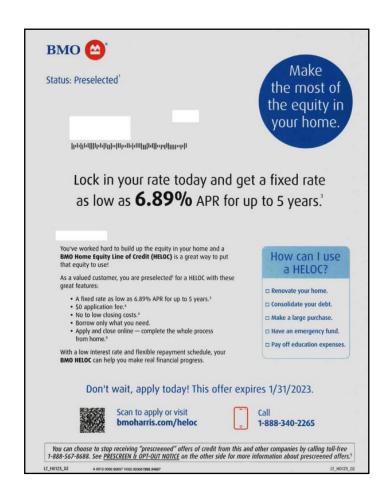


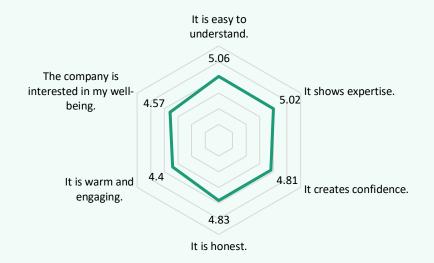


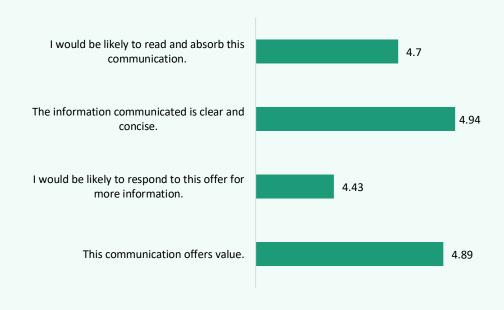


## **BMO**









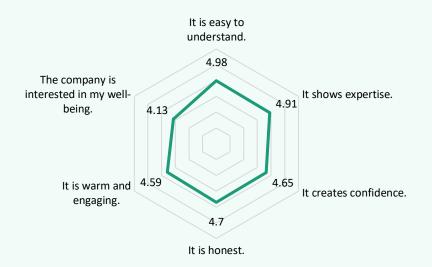
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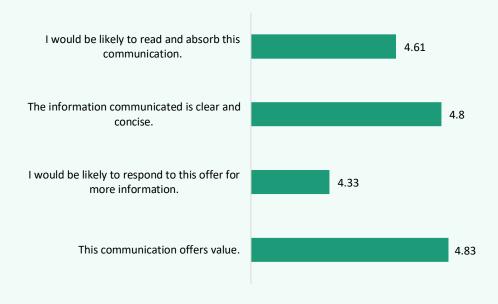
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## **Citizens**



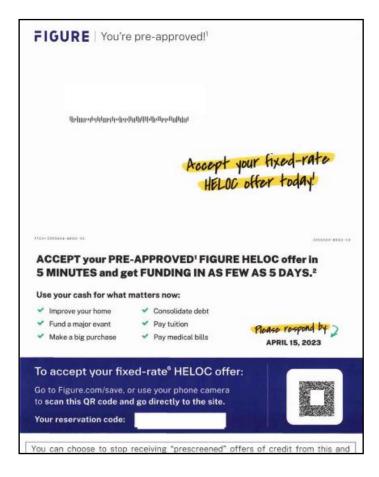




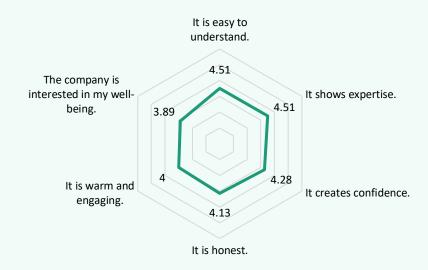


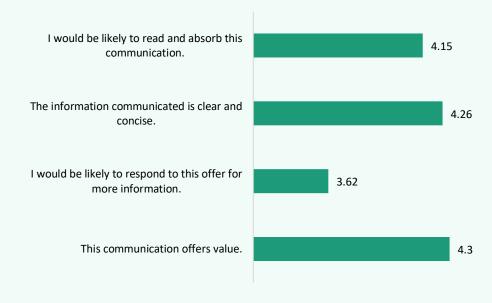
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# **Figure Lending**





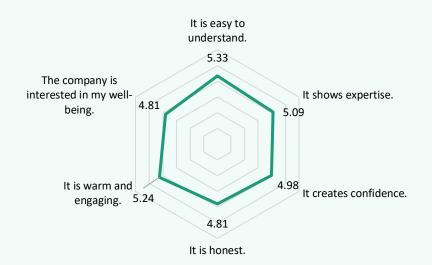


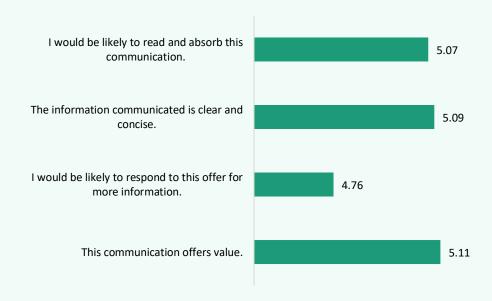


## **ESL Federal Credit Union**











SCAN the QR code

ESL is a registered service mark of ESL Federal Credit Union.

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GO TO esl.org/equity-solutions

2: Qualification for the Owners' Dividend is subject to eligibility requirements. Payment of a Dividend is not guaranteed.

1. Rate deem and 2/2/22 and is nightest adrops without notice. The introductors rate is fixed for 12 notifies from the law of advisors. Thereafter, the context can be tasked on the Ten Bed by any accromation ranges and may say a rounding. The rest reads of 15% in the Bed bed and 15% is a 2/2/22 and rest the tention of its based on a basis on value ratio up to 90%. There are often rates and solder for a bone two value ratios gives 90% in the read of 15% in the read

3: ESt, pays for all closing costs and fees. However, if you close your account within the first 35 months of your account open date, you must reimburse us for actual costs and fees paid in connection with opening your account. Property insurance and flood insurance, if applicable, are required.

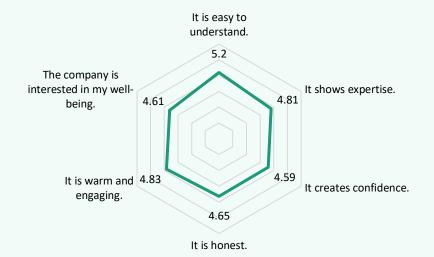
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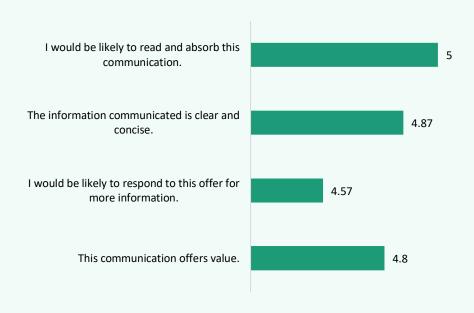
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# **Genisys Credit Union**









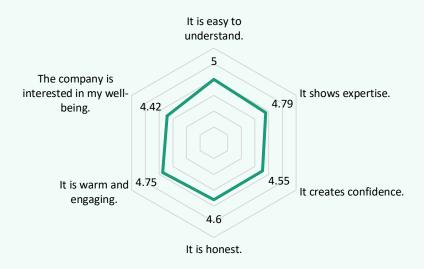


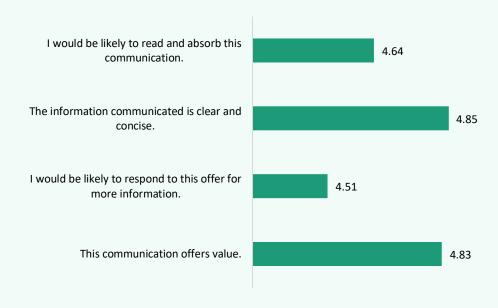
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# Garden Savings Federal Credit Union









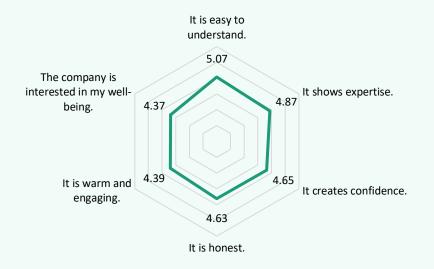


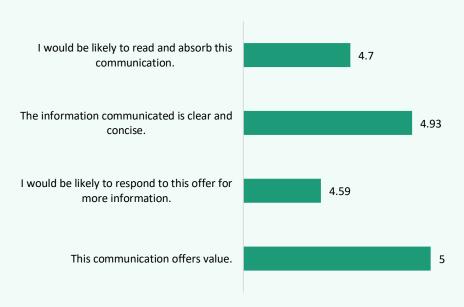
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# Caltech Employees Federal Credit Union









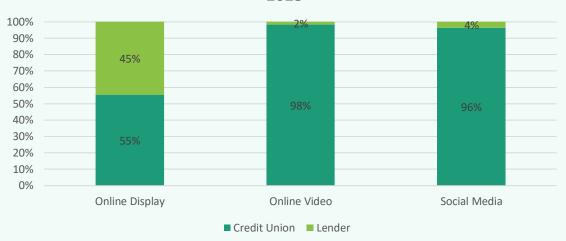


# **Estimated Digital Spend**

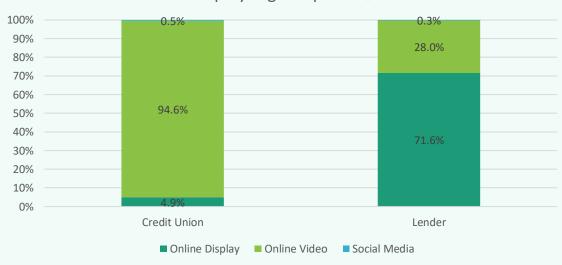
 Credit Unions relied most heavily on online video ads to market their home equity products in Q1 2023, while banks and other lenders relied on online display ads.



# Home Equity Digital Media Ad Type by Digital Spend Q1 2023



### Home Equity Digital Spend Q1 2023





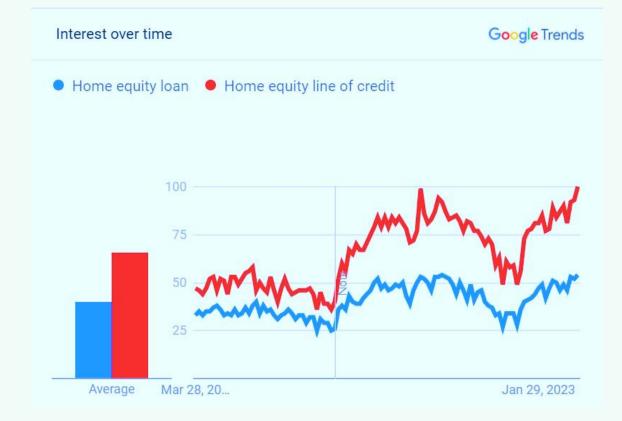
# **Home Equity Popularity Rises**



 Interest in Home Equity Loans and HELOCs has nearly doubled since 2020



As more consumers become aware and acquisition efforts increase, how are you fighting through the sea of sameness?



Google Trends. March 2021 – Jan 2023