

PUBLIC DISCLOSURE

APRIL 30, 2021

**MORTGAGE LENDER COMMUNITY INVESTMENT
PERFORMANCE EVALUATION**

**QUICKEN LOANS, LLC
D/B/A ROCKET MORTGAGE, ROCKET PRO,
ROCKET PRO TPO, ROCKET PROFESSIONAL
ML3030**

**1050 WOODWARD AVENUE
DETROIT, MICHIGAN 48226**

**DIVISION OF BANKS
1000 WASHINGTON STREET
BOSTON, MASSACHUSETTS 02118**

<p>NOTE: This evaluation is not, nor should it be construed as, an assessment of the financial condition of this mortgage lender. The rating assigned to this mortgage lender does not represent an analysis, conclusion or opinion of the Division of Banks concerning the safety and soundness of this mortgage lender.</p>
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GENERAL INFORMATION

This document is an evaluation of the Mortgage Lender Community Investment (CRA) performance of **Quicken Loans, LLC d/b/a Rocket Mortgage, Rocket Pro, Rocket Pro TPO, Rocket Professional (Quicken Loans or Lender)** pursuant to the Massachusetts General laws chapter 255E, section 8 and the Division of Banks' (Division) regulation 209 CMR 54.00, prepared by the Division, the Lender's supervisory agency, as of April 30, 2021.

SCOPE OF EXAMINATION

An evaluation was conducted using examination procedures, as defined by CRA guidelines. A review of the Division's records, as well as the Lender's public CRA file, did not reveal any complaints related to CRA.

The CRA examination included a comprehensive review and analysis, as applicable, of Quicken Loans':

- (a) origination of loans and other efforts to assist low- and moderate-income (LMI) residents, without distinction, to be able to acquire or to remain in affordable housing at rates and terms that are reasonable considering the lender's history with similarly-situated borrowers, the availability of mortgage loan products suitable for such borrowers, and consistency with safe and sound business practices;
- (b) origination of loans that show an undue concentration and a systematic pattern of lending resulting in the loss of affordable housing units;
- (c) efforts working with delinquent residential mortgage customers to facilitate a resolution of the delinquency; and
- (d) other efforts, including public notice of the scheduling of examinations and the right of interested parties to submit written comments relative to any such examination to the Commissioner of Banks (Commissioner), as, in the judgment of the Commissioner, reasonably bear upon the extent to which a mortgage lender is complying with the requirements of fair lending laws and helping to meet the mortgage loan credit needs of communities in the Commonwealth of Massachusetts (Commonwealth or Massachusetts).

CRA examination procedures were used to evaluate Quicken Loans' community investment performance. These procedures utilize two performance tests: the Lending Test and the Service Test. This evaluation considered Quicken Loans' lending and community development activities for the period of January 1, 2019 through December 31, 2020. The data and applicable timeframes for the Lending Test and Service Test are discussed below.

The Lending Test evaluates a mortgage lender's community investment performance pursuant to the following six criteria: geographic distribution of loans, lending to borrowers of different incomes, innovative and flexible lending practices, loss mitigation efforts, fair lending, and loss of affordable housing.

Home mortgage lending data for 2019 and 2020 is presented in the geographic distribution, lending to borrowers of different incomes, and minority application flow tables. Comparative analysis of the Lender's lending performance for 2019 and 2020 is provided as they are the most recent years for

which aggregate Home Mortgage Disclosure Act (HMDA) lending data is available. The aggregate lending data is used for comparison purposes within the evaluation and is a measure of loan demand. It includes lending information from all HMDA reporting mortgage lenders that originated loans in Massachusetts.

In addition to gathering and evaluating statistical information relative to a mortgage lender's loan volume, the CRA examination also reflects an in-depth review of the entity's mortgage lending using qualitative analysis. This analysis includes, but is not limited to an assessment of the suitability and sustainability of a mortgage lender's loan products by reviewing its internally maintained records of delinquencies and defaults as well as information publicly available through the Federal Reserve Banks, local Registries of Deeds, and other sources available to the examination team. The examination included inspection of the Lender's individual loan files for review of compliance with consumer protection provisions and scrutiny of these files for the occurrence of disparate treatment based on a prohibited basis.

The Service Test evaluates the mortgage lender's record of helping to meet the mortgage credit needs by analyzing the availability and effectiveness of a mortgage lender's systems for delivering mortgage loan products, the extent and innovativeness of its community development services, and, if applicable, loss mitigation services to modify loans and/or efforts to keep delinquent home borrowers in their homes.

MORTGAGE LENDER'S CRA RATING

This mortgage lender is rated "Satisfactory"

Lending Test: "Satisfactory"

- The geographic distribution of the Lender's loans reflects an adequate dispersion in LMI census tracts as compared to the distribution of owner occupied housing in those census tracts.
- The distribution of borrowers, given the demographics of Massachusetts, reflects an adequate record of serving the credit needs among individuals of different income levels.
- Quicken Loans exhibited use of innovative or flexible lending products, which are provided in a safe and sound manner to address the credit needs of LMI level individuals.
- The lending practices and products did not show an undue concentration or a systematic pattern of lending resulting in mortgage loans that were not sustainable.
- Fair lending policies and practices are considered adequate.

Service Test: "Satisfactory"

- Service delivery systems are accessible to geographies and individuals of different income levels in Massachusetts.
- Quicken Loans provided community development activities within Massachusetts.

PERFORMANCE CONTEXT

Description of Mortgage Lender

Quicken Loans was established in the state of Michigan in 1985 and the Division granted it a lender license in 1998 and a debt collector license in 2012. Quicken Loans' corporate headquarters is located at 1050 Woodward Avenue in Detroit, Michigan. Quicken Loans is a nationwide residential mortgage lender with branches in Arizona, Ohio, Michigan, and North Carolina, and is licensed in 50 states and the District of Columbia. There are no branches in Massachusetts.

Quicken Loans offers a variety of mortgage loans products to meet the needs of the Commonwealth's borrowers. Quicken Loans is an approved lender for the Federal Housing Administration (FHA), Department of Veterans Affairs (VA), and United States Department of Agriculture (USDA), in addition to offering conventional loan products.

Major functions in the loan process are performed at Quicken Loans' corporate office. Underwriting is conducted remotely or at the corporate office. Approved loans are funded through established warehouse lines of credit. Quicken Loans' business development relies primarily on various media advertising, referrals, and repeat business. Originated loans are closed in the Lender's name and sold immediately to secondary market investors with the majority of loans are sold with servicing rights retained,. The Lender has its own internal servicing department.

During 2019 and 2020, Quicken Loans originated 31,597 loans totaling approximately \$9.7 billion in Massachusetts.

Demographic Information

The Division regulation 209 CMR 54.00 requires mortgage lenders to be evaluated on their performance within Massachusetts. Demographic data is provided below to offer contextual overviews of the economic climate along with housing and population characteristics for Massachusetts.

2015 DEMOGRAPHIC INFORMATION OF THE COMMONWEALTH						
Demographic Characteristics	Amount	Low %	Moderate %	Middle %	Upper %	N/A %
Geographies (Census Tracts)	1,478	12.2	19.1	37.5	29.2	2.0
Population by Geography	6,705,586	10.1	18.6	38.9	31.9	0.5
Owner-Occupied Housing by Geography	1,583,667	3.4	13.8	44.4	38.3	0.1
Family Distribution by Income Level	1,620,917	23.3	16.4	19.4	40.9	0.0
Distribution of Low and Moderate Income Families	643,491	17.8	25.8	37.6	18.7	0.1
Median Family Income		\$93,145	Median Housing Value			\$358,764
Households Below Poverty Level		12.0%	Unemployment Rate			8.4%*
2019 HUD Adjusted Median Family Income		\$101,200	2020 HUD Adjusted Median Family Income			\$104,900

Source: 2015 American Community Survey (ACS); *Bureau of Labor Statistics as of 12/31/2020

Based on the 2015 American Community Survey (2015 ACS), Massachusetts' population was above 6.7 million people with a total of 2.8 million housing units. Of the total housing units, 1.6 million or 56.4 percent are owner occupied, 966,054 or 34.5 percent are rental units, and 9.1 percent are vacant units.

According to 2015 ACS data, there are 2.5 million households in Massachusetts with a median of household income of \$74,527. Over 41 percent of households were classified as LMI. Twelve percent of the total number of households are living below the poverty level. Individuals in these categories may find it difficult to qualify for traditional mortgage loan products.

Households classified as "families" totaled slightly over 1.6 million. Of all family households, 23.3 percent were low-income, 16.4 percent were moderate-income, 19.4 percent were middle-income, and 40.9 percent were upper-income. The median family income reported by the 2015 ACS was \$93,145. The Department of Housing and Urban Development (HUD) adjusted median family income was \$101,200 in 2019 and increased to \$104,900 in 2020. The HUD adjusted median family income is updated yearly and takes into account inflation and other economic factors.

Massachusetts contains 1,478 Census tracts. Of these, 181 or 12.2 percent are low-income; 282 or 19.1 percent are moderate-income; 555 or 37.5 percent are middle-income; 431 or 29.2 percent are upper-income; and 29 or 2.0 percent are NA or have no income designation. The tracts with no income designation are located in areas that contain no housing units and will not be included in this evaluation since they provide no lending opportunities. These areas are made up of correctional facilities, universities, military installations, and uninhabited locations such as the Boston Harbor Islands.

Low-income is defined as individual income that is less than 50 percent of the area median income. Moderate-income is defined as individual income that is at least 50 percent and less than 80 percent of the area median income. Middle-income is defined as individual income that is at least 80 percent and less than 120 percent of the area median income. Upper-income is defined as individual income that is more than 120 percent of the area median income.

The median housing value for Massachusetts was \$358,764 according to the 2015 ACS data. The unemployment rate for the Massachusetts as of December 31, 2020, was 8.4 percent, which was an increase from December 31, 2019, at which time it was 2.9 percent, according to the Bureau of Labor Statistics. Employment rates would tend to affect a borrower's ability to remain current on mortgage loan obligations and also correlate to delinquency and default rates.

CONCLUSIONS WITH RESPECT TO PERFORMANCE TEST

LENDING TEST

The Lending Test evaluates a mortgage lender’s record of helping to meet the mortgage credit needs of the Commonwealth through its lending activities. Lending performance is rated under six performance criteria: geographic distribution, borrower characteristics, innovative or flexible lending practices, loss mitigation efforts, fair lending policies and procedures, and loss of affordable housing. The following information details the data compiled and reviewed, as well as conclusions on the mortgage lending of Quicken Loans.

Quicken Loans’ Lending Test performance was determined to be “Satisfactory” at this time.

I. *Geographic Distribution*

The geographic distribution of loans was reviewed to assess how well Quicken Loans is addressing the credit needs throughout Massachusetts’ low-, moderate-, middle-, and upper-income census tracts. The table below shows the distribution of HMDA-reportable loans by census tract income level. Lending activity is compared with the percent of owner-occupied housing units based on the 2015 ACS demographics and is also compared to aggregate lending performance in 2019 and 2020.

<i>Geographic Distribution of HMDA loans by Census Tract</i>						
Tract Income Level	% of Owner-Occupied Housing Units	Aggregate Performance % of #	#	%	\$(000s)	%
Low						
2019	3.4	4.4	357	3.5	89,754	2.8
2020		3.5	590	2.8	156,438	2.4
Moderate						
2019	13.8	14.6	1,523	14.8	407,519	12.9
2020		13.2	2,807	13.2	751,860	11.4
Middle						
2019	44.4	43.5	5,150	50.0	1,510,854	47.8
2020		42.9	9,961	46.8	2,911,983	44.0
Upper						
2019	38.3	37.4	3,277	31.8	1,151,618	36.4
2020		40.3	7,918	37.2	2,787,502	42.2
Not Available						
2019	0.1	0.1	2	0.0	206	0.0
2020		0.1	12	0.1	4,745	0.1
Totals						
2019	100.0	100.0	10,309	100.0	3,159,951	100.0
2020		100.0	21,288	100.0	6,612,528	100.0

Source: 2019 and 2020 Lender, 2019 and 2020 Aggregate HMDA Data and 2015 ACS

Quicken Loans’ geographic distribution of loans in low-income tracts was below the aggregate and above the demographic in 2019. The Lender’s performance in moderate-income tracts was above both the aggregate and the demographic in 2019. The Lender’s performance of lending in LMI tracts decreased from 18.3 percent in 2019 to 16.0 percent in 2020. Quicken Loans’ geographic distribution of residential mortgage is adequate in light of overall LMI tract dispersion.

II. Borrower Characteristics

The distribution of loans by borrower income levels was reviewed to determine the extent to which the Lender is addressing the credit needs of Massachusetts’ residents. The table below illustrates HMDA-reportable loan originations and purchases, categorized by borrower income level that were reported by Quicken Loans during 2019 and 2020, and compares this activity to 2019 and 2020 aggregate lending data and the percentage of families by income level within Massachusetts using the 2015 ACS demographics.

<i>Distribution of HMDA Loans by Borrower Income</i>						
Borrower Income Level	% of Families	Aggregate Performance % of #	#	%	\$(000s)	%
Low						
2019	23.3	6.0	804	7.8	136,486	4.3
2020		5.0	1,451	6.8	275,085	4.2
Moderate						
2019	16.4	18.2	2,579	25.0	646,728	20.5
2020		17.3	4,881	22.9	1,237,494	18.7
Middle						
2019	19.4	22.8	2,888	28.0	883,673	28.0
2020		23.2	6,230	29.3	1,873,360	28.3
Upper						
2019	40.9	39.8	3,537	34.3	1,342,006	42.5
2020		42.6	8,375	39.3	3,115,708	47.1
Not Available						
2019	0.0	13.2	501	4.9	151,058	4.8
2020		11.9	351	1.7	110,881	1.7
Totals						
2019	100.0	100.0	10,309	100.0	3,159,951	100.0
2020		100.0	21,288	100.0	6,612,528	100.0
<i>Source: 2019 and 2020 Lender, 2019 and 2020 Aggregate HMDA Data and 2015 ACS</i>						

Lending to low-income borrowers during 2019 was below the percentage of Low-income families and above the aggregate. Lending to moderate-income borrowers during 2019 was significantly above both the percentage of moderate-income families and the aggregate. Lending to LMI borrowers during 2020 was above the aggregate.

The Lender's performance among LMI borrowers decreased from 2019 to 2020 from 32.8 percent to 29.7 percent. The Lender's overall lending performance to LMI borrowers is adequate at this time.

III. *Innovative or Flexible Lending Practices*

Quicken Loans offers flexible lending products, which are provided in a safe and sound manner to address the credit needs of LMI individuals and geographies.

The Lender is an approved HUD direct endorsement mortgage lender. FHA products provide competitive interest rates and smaller down payment requirements for LMI first time homebuyers and existing homeowners. During the review period, Quicken Loans originated 2,096 FHA loans totaling \$595.3 million. Of these, 1,262 benefited LMI individuals or geographies.

The Lender is a VA Automatic Approval Agent. The VA program is designed specifically for the unique challenges facing service members, veterans, and their families. The VA program offers low closing costs, no down payment, and no private mortgage insurance. During the review period, Quicken Loans originated 1,985 VA loans totaling \$627.7 million. Of these, 927 benefited LMI individuals or geographies.

Quicken Loans is an approved USDA Rural Housing program lender. The USDA program provides 100 percent financing for eligible homebuyers in rural-designated areas. This program is for home purchase transactions, which offers a fixed rate, does not require a down payment, and includes low- and moderate-income requirements. During the review period, the Lender originated 18 USDA loans totaling \$3.9 million. Of these, 12 benefited LMI individuals or geographies.

The Lender offers the Fannie Mae Home Possible and Freddie Mac Home Ready programs designed to assist eligible applicants obtain an affordable mortgage. During the review period, the Lender originated 945 loans totaling \$257.3 million in these programs that benefited LMI individuals or geographies.

IV. *Loss Mitigation Efforts*

The Division reviews a mortgage lender's efforts to work with delinquent home mortgage loan borrowers to facilitate a resolution of the delinquency, including the number of loan modifications, the timeliness of such modifications, and the extent to which such modifications are effective in preventing subsequent defaults or foreclosures.

During the examination period, the majority of originations were sold on the secondary market with servicing rights retained. Less than one percent of servicing rights were sold as released. Quicken Loans is responsible for loss mitigation and delinquency management and works with delinquent homeowners to facilitate a resolution of the delinquency. Various options may include forbearance and repayment plans, loan modifications, deeds in-lieu, and short sales. During the review period, Quicken Loans completed 427 Massachusetts mortgage loan modifications and the majority of loan modifications remain current. There were 27 foreclosure sales during the examination period. Quicken Loans services a large portfolio of loans in Massachusetts. Quicken Loans also services a

small amount of purchased loans. Lending and servicing practices did not show an undue concentration or systematic pattern of lending resulting in mortgage loans that were not sustainable.

V. *Fair Lending*

The Division examines a mortgage lender's fair lending policies and procedures pursuant to Regulatory Bulletin 1.3-106. The Lender's compliance with the laws relating to discrimination and other illegal credit practices was reviewed, including the Fair Housing Act and the Equal Credit Opportunity Act. The review included, but was not limited to, a review of written policies and procedures, interviews with Quicken Loans' personnel, and individual file review.

Quicken Loans has established a reasonable record relative to fair lending policies and practices. No evidence of discriminatory or other illegal credit practices was identified.

Minority Application Flow

Examiners reviewed Quicken Loans' HMDA data to determine whether the mortgage application flow from various racial and ethnic groups was consistent with the area demographics.

During 2019 and 2020, Quicken Loans received 41,766 HMDA-reportable mortgage loan applications from within Massachusetts. Of these applications, 3,737 or 8.9 percent were received from racial minority applicants, and 2,702 or 72.3 percent resulted in originations. For the same period, Quicken Loans received 1,882 or 4.5 percent of HMDA-reportable applications from ethnic groups of Hispanic or Latino origin, and 1,298 or 69.0 percent were originated. This compares to the 75.7 percent overall ratio of mortgage loans originated by the Lender in Massachusetts in 2019 and 2020 and the 71.6 percent originated by the aggregate group in 2019 and 2020.

Demographic information for Massachusetts reveals the total racial and ethnic minority population stood at 25.7 percent of total population per the 2015 ACS. Racial minorities consisted of 6.5 percent Black; 6.0 percent Asian/Pacific Islander; 0.1 percent American Indian/Alaskan Native; and 2.6 percent self-identified as Other Race. Ethnic minorities consisted of 10.5 percent Hispanic or Latino.

Refer to the following table for information on the Lender's minority application flow as well as a comparison to aggregate lenders throughout Massachusetts. The comparison of this data assists in deriving reasonable expectations for the rate of applications the Lender received from minority applicants.

MINORITY APPLICATION FLOW						
RACE	2019 Lender		2019 Aggregate Data	2020 Lender		2020 Aggregate Data
	#	%	% of #	#	%	% of #
American Indian/ Alaska Native	31	0.2	0.2	48	0.2	0.2
Asian	423	3.0	5.8	1,295	4.7	6.6
Black/ African American	544	3.8	4.2	956	3.5	3.6
Hawaiian/Pac Isl.	17	0.1	0.2	19	0.1	0.1
2 or more Minority	12	0.1	0.1	12	0.0	0.1
Joint Race (White/Minority)	113	0.8	1.4	267	1.0	1.6
Total Minority	1,140	8.1	11.9	2,597	9.4	12.2
White	7,747	54.7	65.6	15,594	56.5	65.4
Race Not Available	5,281	37.3	22.5	9,407	34.1	22.4
Total	14,168	100.0	100.0	27,598	100.0	100.0
ETHNICITY						
Hispanic or Latino	534	3.8	5.8	958	3.5	5.1
Not Hispanic or Latino	8,236	58.1	70.3	17,061	61.8	70.4
Joint (Hisp/Lat /Not Hisp/Lat)	128	0.9	1.1	262	1.0	1.2
Ethnicity Not Available	5,270	37.2	22.8	9,317	33.8	23.3
Total	14,168	100.0	100.0	27,598	100.0	100.0
<i>Source: 2019 and 2020 Lender, 2019 and 2020 Aggregate HMDA Data and 2015 ACS</i>						

In 2019 and 2020, Quicken Loans’ performance was below the aggregate’s performance for racial minority applicants. For the same period, Quicken Loans’ performance was below the aggregate’s performance for ethnic minority applicants of Hispanic origin. The Lender’s performance increased from 2019 to 2020 for racial minority applicants and ethnic minority applicants from 12.8 to 13.9 percent.

VI. Loss of Affordable Housing

The review concentrated on the suitability and sustainability of mortgage loans originated by Quicken Loans by taking into account delinquency and default rates of the Lender and those of the overall marketplace. Information provided by the Lender was reviewed, as were statistics available on delinquency and default rates for mortgage loans.

A review of information and documentation, from both internal and external sources as partially described above, did not reveal lending practices or products that showed an undue concentration or a systematic pattern of lending, including a pattern of early payment defaults resulting in the loss of affordable housing units. Furthermore, delinquency rates were found to be consistent with industry averages.

SERVICE TEST

The Service Test evaluates a mortgage lender's record of helping to meet the mortgage credit needs in the Commonwealth by analyzing both the availability and effectiveness of a mortgage lender's systems for delivering mortgage loan products; the extent and innovativeness of its community development services; and loss mitigation services to modify loans or otherwise keep delinquent home loan borrowers in their homes. Community development services must benefit Massachusetts or a broader regional area that includes Massachusetts.

Quicken Loans' Service Test performance was determined to be **“Satisfactory”** during the evaluation period.

Community Development Services

A community development service is a service that:

- (a) has as its primary purpose community development; and
- (b) is related to the provision of financial services, including technical services

The Commissioner evaluates community development services pursuant to the following criteria:

- (a) the extent to which the mortgage lender provides community development services; and
- (b) the innovativeness and responsiveness of community development services.

During the review period, the Lender provided an adequate level of community development services within the Commonwealth.

The Rocket Community Fund focuses and is involved in several nationwide initiatives that focus on investments in housing stability, entrepreneurship, education and employment, public space activation, and community sponsorships in traditionally underserved communities nationwide.

In 2018, Quicken Loans became a core partner of “Built for Zero,” a national, nonprofit organization whose goal is to end veteran and chronic homelessness and understand how to prevent it. Built for Zero works with participating communities nationwide, including the Springfield-Hampden County Continuum of Care, which was able to reduce veteran homelessness by 31% in 2020. Quicken Loans provided funding support, intellectual capital, and skilled volunteering.

Quicken Loans offers the “Fresh Start” program. This program assists and educates potential applicants on the loan application process, loan options, and credit qualifying requirements. Consultants counsel clients on how to improve credit by running simulations and helping families achieve homeownership. During the examination period, 594 Massachusetts clients that participated in this program closed on a loan.

Management is encouraged to continue its strong focus and pro-active commitment in community development activities and investments that meet the definition of community development under the CRA regulation throughout the Commonwealth. Other activities may include, but are not necessarily limited to financial literacy education initiatives targeted to LMI individuals, foreclosure prevention counseling throughout the Commonwealth, and/or providing technical assistance to community organizations in a leadership capacity.

Mortgage Lending Services

The Commissioner evaluates the availability and effectiveness of a mortgage lender's systems for delivering mortgage-lending services to LMI geographies and individuals.

Quicken Loans provides a reasonable delivery of mortgage lender services that are accessible to geographies and individuals of different income levels in Massachusetts. Customers can apply by telephone or online. The Lender offers a variety of mortgage loan products such as Fannie Mae HomePossible, Freddie Mac HomeReady, FHA, VA, and USDA products. The Lender also piloted a renovation loan that allowed clients to borrow using the after-improved value of the home. Ten Massachusetts consumers benefited from this product for a total \$3.0 million in loan volume.

The Lender has online resources and a learning center featuring information on financial topics and the mortgage process in general. During the examination period, Quicken Loans presented a national television campaign, which included COVID-19 resources in English and Spanish. Overall, the Lender provides an adequate delivery of mortgage lending services throughout Massachusetts.

PERFORMANCE EVALUATION DISCLOSURE GUIDE

Massachusetts General Laws Chapter 255E, Section 8, and 209 CMR 54.00, the Mortgage Lender Community Investment (CRA) regulation, require all mortgage lenders to take the following actions within 30 business days of receipt of the CRA evaluation of their mortgage lender:

- 1) Make its most current CRA performance evaluation available to the public.
- 2) Provide a copy of its current evaluation to the public, upon request. The mortgage lender is authorized to charge a fee, which does not exceed the cost of reproduction and mailing (if applicable).

The format and content of the mortgage lender's evaluation, as prepared by the Division of Banks, may not be altered or abridged in any manner. The mortgage lender is encouraged to include its response to the evaluation in its CRA public file.

The Division of Banks will publish the mortgage lender's Public Disclosure on its website no sooner than 30 days after the issuance of the Public Disclosure.