

# Financial Lives 2022 survey

## Mortgages

### Selected findings

**26 July 2023**

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# Financial Lives survey mortgage data compared with other FCA mortgage data

The Financial Lives survey provides a range of results relating to mortgages which complement other mortgage data published by the FCA. We recognise that in a few areas some of the Financial Lives survey results provide different figures from those published by the FCA elsewhere.

The two main publications of lender data are:

- [Mortgages Product Sales Data](#): This is data recorded by lenders who must report all new sales of regulated mortgage contracts, and is reported quarterly. It captures the point in time when the mortgage contract was made.
- [Mortgage Lending Statistics](#): These collate the quarterly reports from regulated mortgage lenders covering the preceding three months, showing the outstanding value of all residential loans, total gross advances by loan to value, income multiples and purpose of loan, value of new commitments and the proportion of mortgage loans above Bank Rate.

Financial Lives collects data on individual consumers' attitudes towards money, the financial products they hold and their experiences of engaging with firms. It is unique in that it collects this data at a person, and not contract, level and provides a representative sample of all UK adults. As with all survey-based estimates, these figures inherently have a margin of error. It covers the 12 months up to May 2022, and reflects the fact that people's circumstance can change overtime. This is data from consumers.

The data from each of these different sources are based on different methodologies and consequently they are not always directly comparable. These differences are largely explained through the differences in the measures reported and the different time periods covered by them.

# 1. Introduction

- FLS methodology
- FLS 2022 content summary – including new 2022 content
- FLS resources library
- Guide to reading the charts
- Reporting conventions
- FLS analysis groups

# FLS methodology

	2017	2020	2022
<b>Number of interviews</b>	12,865	16,190	19,145
<b>Fieldwork period</b>	<p>13 Dec 2016 to 3 Apr 2017</p> <p>95% of the interviews were completed in 2017</p> <p>We refer to the results as 2017, or sometimes as April 2017</p>	<p>30 Aug 2019 to 18 Feb 2020</p> <p>Over 70% of the interviews were completed in January and the first two weeks of February 2020</p> <p>We refer to the results as 2020, or sometimes as Feb 2020</p> <p>These results provide a benchmark for the UK consumer landscape prior to the first Covid lockdown</p>	<p>1 Feb to 6 June 2022</p> <p>Over 60% of the interviews were completed in May 2022</p> <p>We refer to the results as 2022, or sometimes as May 2022</p>
<b>Fieldwork mode</b>	<p><b>Online + in-home</b></p> <p>11,970 via the online survey, and 895 via in-home interviews to capture non-internet users and (more) older adults</p>	<p><b>Online + in-home</b></p> <p>15,217 via the online survey and 973 via in-home interviews</p>	<p><b>Online + telephone</b></p> <p>18,889 via the online survey and 256 via telephone interviews</p>
<b>Fieldwork design</b>	<ul style="list-style-type: none"> <li>• <b>Robust design</b>, using random probability sampling of addresses (with invitation by post)</li> <li>• <b>All results are representative of all UK adults, or subgroups thereof:</b> when we refer to consumers or people, we mean the same thing, ie UK adults</li> </ul>		

# FLS 2022 content summary (incl new content for 2022)

## Core question sets

### Demographics (sections 1 & 18)

Key information about the individual and their household: eg age; sex; gender; ethnicity; marital status; working status; property ownership; internet use; qualifications; income; health; life events

Internet connectivity; socio-economic background; emotional resilience; religion; financial abuse; English as first language

NEW 2022

### Attitudes (sections 2 & 16)

General financial attitudes; attitudes towards FS products and providers; financial resilience and over-indebtedness; retirement attitudes; attitudes towards advice; financial numeracy

Understanding product and service costs; attitudes towards cash; attitudes towards 'Big Tech'; attitudes towards funding care costs in later life

NEW 2022

### Product Ownership (section 3)

Product ownership statistics for around 100 financial products

Deferred payment credit; Employer Salary Advance Schemes; shares in unlisted companies; mini bonds; CFDs

NEW 2022

### Assets and Debts (section 4)

Amount of savings and investments; property value; amount left on mortgage; amount of debt on credit product; issues experienced as a result of having debt

Savings time horizons; investment time horizons; attitudes towards dealing with debt

NEW 2022

## Product-related question sets

### Retail Banking (sections 3.1 & 6)

Product holding; providers; account features; banking activities and channels; security and fraud; provider trust and satisfaction; switching and shopping around; problems and complaints; FSCS awareness

Reasons for not using app/online banking; use of Open Banking products; reasons for using an e-money account

NEW 2022

### Cash Savings (sections 3.1 & 17.5)

Savings products held incl. type of savings account; attitudes towards saving; reasons for not saving; satisfaction and trust in provider; switching and shopping around; problems and complaints

### Payments (sections 3.1a & 17.6)

Use of mobile/ digital wallets; money transfer services and loadable pre-paid cards; measures taken to protect themselves when making payments

Cryptocurrency as a method of payment; payment preferences; attitudes towards payment methods available

NEW 2022

### Consumer Investments (sections 3.2 & 17.2)

Investments held; investments made with and without advice; investments held on platform; main reasons for investing; problems and complaints

Length of time investing; attitudes towards risk and return; sources of information; high-risk investments made and reasons for investing

NEW 2022

### Mortgages (sections 3.3 & 7)

Mortgage products held; missed payments; financial resilience; details about their mortgage; method of arranging mortgage; trust in provider; switching and shopping around; problems and complaints

Home ownership aspirations for renters; feedback on lender support provided for those missing payments

NEW 2022

### Credit & Loans (sections 3.4, 8, 9, 10)

Products held; missed payments and financial resilience; debt advice; credit reference services; problems and complaints; detailed questions about credit cards, personal loans, motor finance and high-cost credit

Use of credit brokers; feedback on lender support provided for those missing payments; feedback on debt advice

NEW 2022

### General Insurance & Protection (sections 3.5 & 11)

Products held; claims made; problems and complaints; detailed questions about motor, home, travel, pet and life insurance (eg channels, provider feedback; switching and shopping around); views on PCWs

Claims experience; reasons for paying for insurance monthly and awareness of costs; experiences with travel insurance for those with serious medical conditions.

NEW 2022

### Pension Accumulation (sections 3.6 & 12)

Pension product holding and size of DC pension pot; DC-DB transfers; DC pension engagement; DC pension consolidation and switching; provider feedback; problems and complaints

Awareness and views on pension charges; ESG investments; 'wake-up' packs; reasons for consolidating DC pots

NEW 2022

### Pension Decumulation (sections 3.6 & 14)

Understanding decumulation decisions, incl. importance of pension, factors considered, understanding of choices, advice or guidance received; feedback on their provider; problems and complaints

Awareness and views on pension charges; 'wake-up' packs; awareness of enhanced annuities

NEW 2022

### Advice & Guidance (sections 2, 5, 15)

Attitudes towards advice; incidence of advice; information and guidance sources; detailed questions for those who have had advice in the last 12 months and those who have not had advice but may need it

For non-advised adults who have all their money in cash - why? Do they understand the risks of being 100% in cash?

NEW 2022

## Cross-sector short question sets

### Fraud & Scams (sections 3.1 & 3.7)

Banking security and fraud, incl. amount lost and whether recovered; money lost following unsolicited approaches related to pensions and investments

Victims of pension or investments scams where the consumer initiated the contact

NEW 2022

### Claims for Mis-selling (section 3.7)

Claims made by type of claim, and whether made directly or using a CMC (Claims Management Company); awareness they can claim directly, not using a CMC

Who initiated contact; attitudes towards CMCs; compensation received; time spent on claim

NEW 2022

### Communication Problems (section 17.10)

Communication problems experienced by product area; type of problem and channel; impact of the problem

NEW 2022

### Access (sections 3.7 & 17.9)

Proportion declined a product or offered one with unreasonable price/ terms and conditions; what result did this have; did their circumstances contribute to outcome

Proportion who have avoided applying for a product, and why

NEW 2022

### Buying Products Online (section 17.11)

Incidence of buying FS products online by product sector; attitudes towards buying online; reasons for not buying online

NEW 2022

### IT Failures or Service Disruptions (section 3.7)

Adults who have experienced IT failures or service disruptions, and whether they were mildly or severely affected, or not affected at all

NEW 2022

## Topic-based short question sets

### Non-advised Platforms (section 17.1)

Proportion of adults on platform (advised & non-advised); reasons for platform choices; switching and shopping around

Number of platforms used; awareness of charges; use of best buy lists

NEW 2022

### Unbanked (section 17.4)

Proportion of adults who are unbanked; proportion who would like a bank account; awareness of basic bank accounts

Reasons for not having a bank account

NEW 2022

### Pre-paid Funeral Plans (sections 3.5 & 17.7)

Age when taken out; those who paid in full vs. in instalments; sales routes and reasons for purchase; product understanding

NEW 2022

### Responsible Investments (section 17.3)

Attitudes towards ESG issues; awareness and experience with ESG investments; interest in investing in this way in the future

Willingness to pay more for ESG; feedback on information provided to assess ESG credentials

NEW 2022

### Awareness of the FCA (section 17.12)

Awareness of the FCA and the FCA's Financial Services Register

Awareness of FCA's ScamSmart, consumer helpline, and rules on fair treatment of consumers; awareness of FOS; trust in the FCA

NEW 2022

### Deferred Payment Credit (DPC) (sections 3.3 & 17.8)

Use of DPC in last 12 months by provider; amount currently outstanding; reasons for using; views on how easy it is to keep track of repayments

NEW 2022

# FLS resources library

## Main reports

We have published key selected findings from the Financial Lives 2022, 2020 and 2017 surveys through main reports and short interim reports.

## Data tables

The data tables from our 2022, 2020 and 2017 surveys provide access to the results of almost all the survey questions and cut the results by many cohorts of consumers.

## Raw data

Raw data from the Financial Lives 2022 (from late August 2023), 2020 and 2017 surveys can be accessed by applying to the [Consumer Data Research Centre](#).

## Sector slide decks

We have published six retail sector slide decks alongside our 2022 survey main report.

## Questionnaires

The questionnaires from the Financial Lives 2022, 2020 and 2017 surveys are also published.

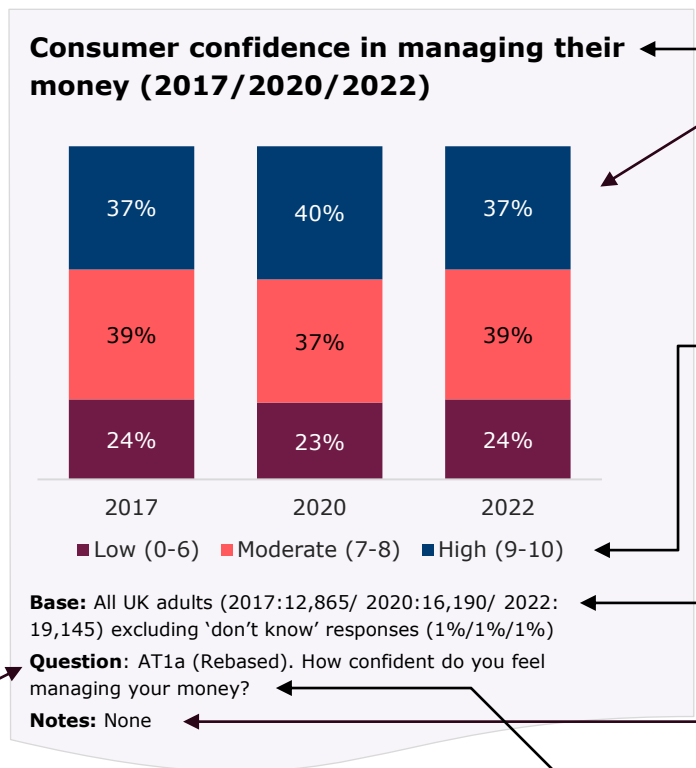
## FLS team

Please email us with any queries or to share how you use FLS – at [financiallivesurvey@fca.org.uk](mailto:financiallivesurvey@fca.org.uk).





# A guide to reading the charts



**Title**, including the dates of the survey(s) from which the results come.

**Proportion of the reported population.** Typically, but not always, this will be all UK adults: check the **Base** to learn what the reported population is.

In this example, the chart compares results across the three Financial Lives surveys (April 2017, February 2020 and May 2022 – although the months are not stated).

The **key** clarifies what each colour in the chart indicates. In this case, it is the three levels of confidence consumers have in managing their money.

**Base:** The reported population, including the number of interviews. A smaller base indicates a larger margin of error around the statistic.

The proportion stating 'Don't know' (and/or 'Prefer not to say') is also indicated in the Base. When the base excludes such respondents, this means we have assumed that, had they given substantive answers, these answers would have been distributed proportionately across the other answer options – which in this case were 0 to 10.

**Question:** The question number (here AT1a) is shown, so that you can find the question in the questionnaire or the full results for this question in data tables. Although the question wording is shown here, the specific context, including any additional information given to the respondent, is available in the questionnaire.

If the word **CAVEAT** is included, this indicates that caution is required when interpreting wave-on-wave results. One or more changes to the question have been made, such as changes to the question or answer codes, to those asked the question, or to its location in the questionnaire – meaning results are not directly comparable.

**Notes:** Any additional notes about the question wording or interpretation, or about the comparison of results between the 2017, 2020 and 2022 Financial Lives surveys. If there are no notes, this element of the chart will be absent.

# Reporting conventions

## Chart conventions

The following conventions are used when reporting results in charts in this document:

*	Percentage results are not provided where the unweighted base is under 50 observations.
[x%]	Percentage results based on 50 to 99 unweighted observations are caveated using square brackets.
0%	Observations, but the result is less than 0.5%.
–	No observations.
0.7%	Statistics are cited to zero decimal place, except for product holdings where 10% or fewer adults hold the product, and for a small number of other ad hoc reasons.
unp	An unprompted response. The answer code frame for many survey questions includes an 'Other (write in)' response option. This allows respondents to give a response which has not been prompted. These unprompted responses are not directly comparable to pre-existing, or prompted, response options.

## Rounding

Percentages derived from the survey analysis or associated calculations are usually rounded upwards or downwards to the nearest whole number. Where a percentage, calculated to one decimal place, is x.5% the convention is to round upwards, eg 56.5% is shown as 57%. Totals may, therefore, not add to 100%.

When we report means for monetary amounts, our convention is to report to the nearest £1,000, except for unsecured debt and losses related to fraud and scams, where we report to the nearest £10.

## Multi-coded questions

Many questions in FLS allow respondents to select more than one option from a list of response options. As a result, results for these questions will sum to more than 100%.

## Rebasing

Findings are usually rebased to exclude respondents who refuse to answer a question by selecting a 'prefer not to say' code. We also rebase results to exclude respondents who say 'don't know', where this is not a meaningful result. The base information below figures gives the details on the weighted proportion of respondents who have been excluded because they selected 'don't know' or 'prefer not to say'.

Whether a result is meaningful or not is sometimes a matter of interpretation. We encourage the reader to consult the weighted data tables, which include both the rebased results and the non-rebased results.

# FLS standard analysis groups



## Sex

In the 2017 and 2020 questionnaires, we captured respondents' gender. In FLS 2022 we also asked what their sex is, and we use this as the primary reporting variable. We made this change, as sex is one of the nine characteristics identified as protected in the Equality Act 2010, and to explore better through FLS the different experiences of consumers from diverse backgrounds. We do not chart results for those who 'prefer not to say'.



## Age

As standard, we use the following age bands: 18-24, 25-34, 35-44, 45-54, 55-64, 65-74, and 75+. Occasionally, we use other age bands where these are more helpful for analysis. For example, for reporting on adults who have decumulated a pension, it may be more helpful to report for all adults aged 55+, or when reporting for older adults with a mortgage, it may be more helpful reporting for all adults aged 65+.



## Ethnicity

We report for: White, Black & Black British, Asian & Asian British, mixed/multiple ethnicity, and other ethnicity. In some instances, sample size constraints mean that we report collectively for 'minority ethnic adults' (which includes all non-White adults and White adults who describe their ethnic background as Gypsy or Irish traveller). We do not chart results for those who 'prefer not to say'.



## Employment status

Adults' current working status. We report for: employed, self-employed, unemployed, retired, semi-retired, and other. 'Other' includes: temporarily sick with no job to go to, permanently sick or disabled, students, looking after the home, and full-time carers. 'Semi-retired' is defined to survey respondents as drawing a pension or other income but still working. We do not chart results for those who 'don't know'.



## Housing Tenure

We report for: own outright, mortgage, renting, and other. 'Mortgage' includes those who own their property with a mortgage, with a lifetime mortgage, or pay part rent/ part mortgage (shared ownership). 'Other' includes those who live rent-free (eg with parents, partner, relatives or in friends' property) or occupy the property they currently live in in some other way. We do not chart results for those who 'don't know'.



## Household Income

Household income is defined for survey respondents as their 'total annual household income from all sources (including benefits) before tax and other deductions'. We do not chart results for those who 'don't know' or 'prefer not to say'.



## Vulnerability

We define a vulnerable consumer as someone who, due to their personal circumstances, is especially susceptible to harm, particularly when a firm is not acting with appropriate levels of care. We report for adults with any characteristics of vulnerability, or with characteristics associated with one of the four key drivers of vulnerability (poor health, capability, resilience, negative life events). To report on vulnerability, we apply an algorithm to our survey results, to identify whether respondents display at least one characteristic of vulnerability across the four drivers. You can find out more about the vulnerability algorithm in Appendix B of our 2022 main report.

# FLS analysis groups



IMD  
deciles

The Indices of Multiple Deprivation (IMD) is an official measure of relative deprivation which ranks every small area (technically referred to as Lower Super Output Areas) from least deprived to most deprived. We use a combined measure based on indices of multiple deprivation for England, Northern Ireland, Scotland and Wales.

Decile 1 areas are the most deprived areas in the UK, and decile 10 areas are the least deprived areas.



Over-  
indebted

Term adopted from the Money and Pensions Service (MaPS) to describe having one or both of the following characteristics:

- Keeping up with domestic bills and credit commitments is a heavy burden
- Have fallen behind on, or missed, any payments for credit commitments or domestic bills in any three or more of the last six months. The three months do not need to be consecutive months

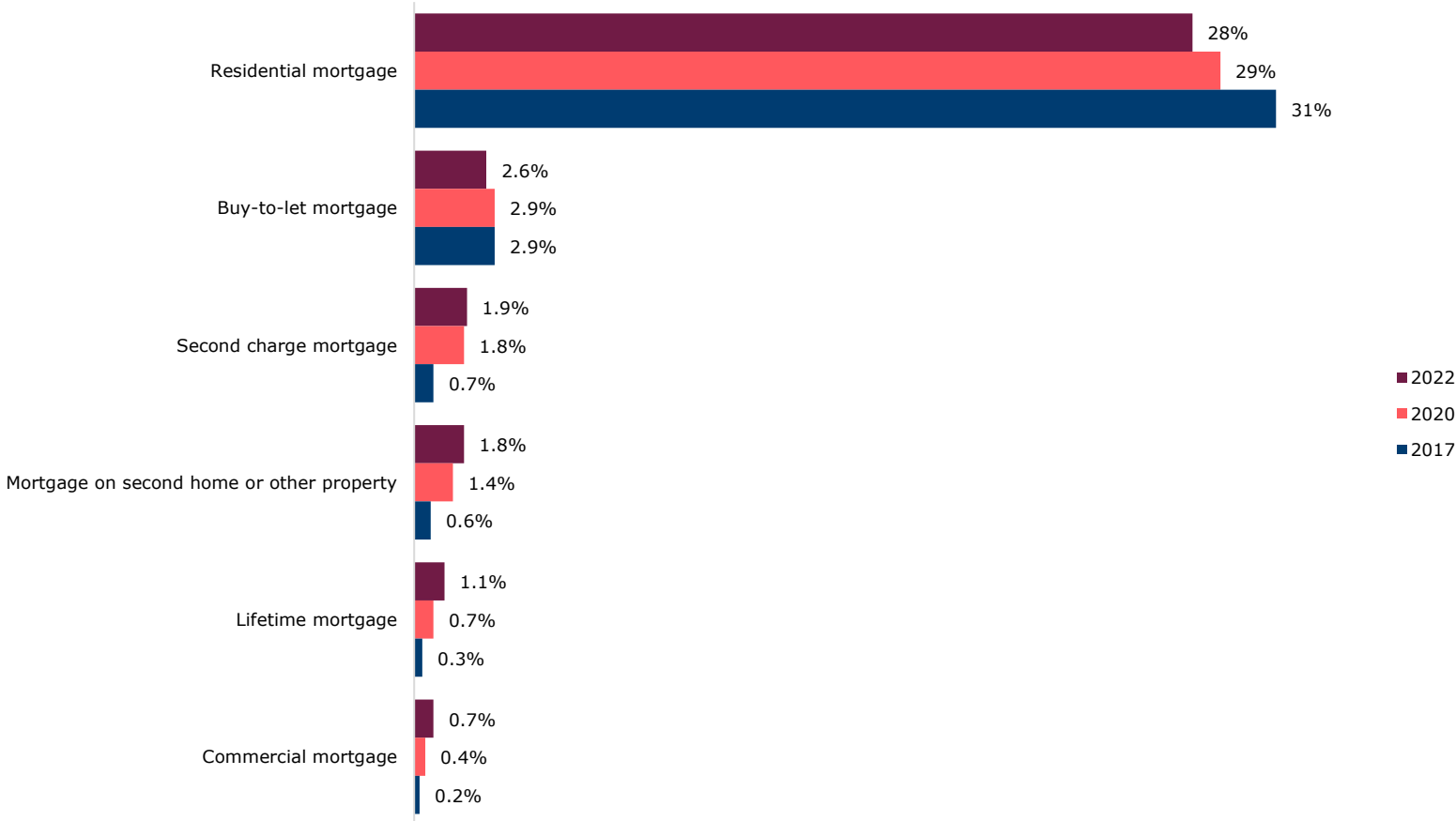
You can find out more about how over-indebtedness is defined in Appendix B of our 2022 main report.

## 2. Product ownership

- Ownership of different mortgage products
- Proportion of adults who held a residential mortgage – and percentage point change since 2020
- Proportion of residential mortgage holders who held a second charge mortgage

# The proportion of UK adults with a residential mortgage fell by 3 percentage points between 2017 and 2022

Proportion of adults who hold different types of mortgages (2017/2020/2022)

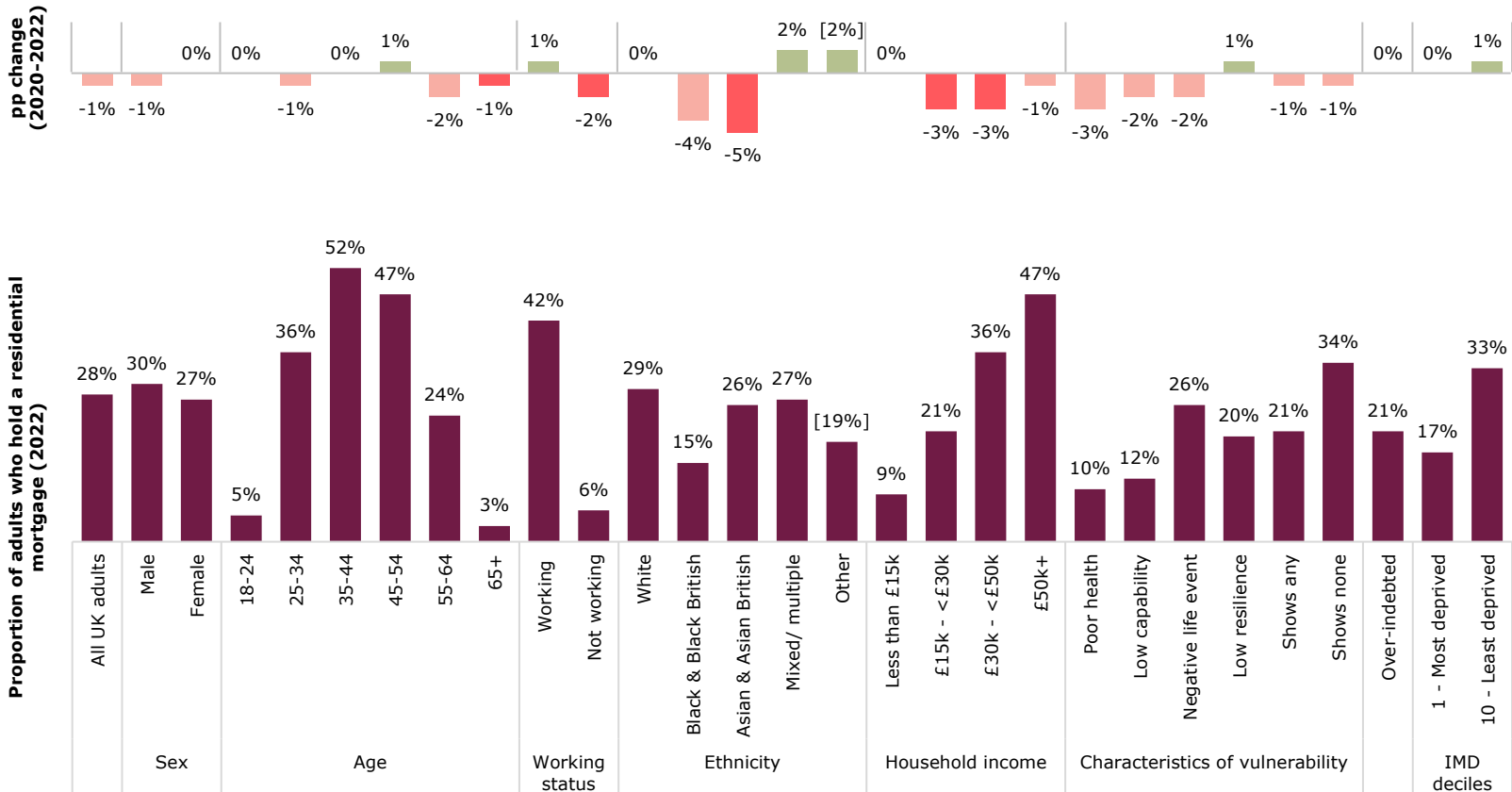


Base: All UK adults (2017:12,865/ 2020:16,190/ 2022:19,145)

Question: POSum1. Product holding summary CAVEAT

**Between 2020 and 2022, the proportion of adults with a residential mortgage fell by 1pp (although this change was not statistically significant), with the biggest falls being among Asian adults and those in households with incomes of £15k - <£50k**

**Proportion of adults who hold a residential mortgage in their own name or joint names and percentage point change since 2020, across a variety of demographic segments (2022)**



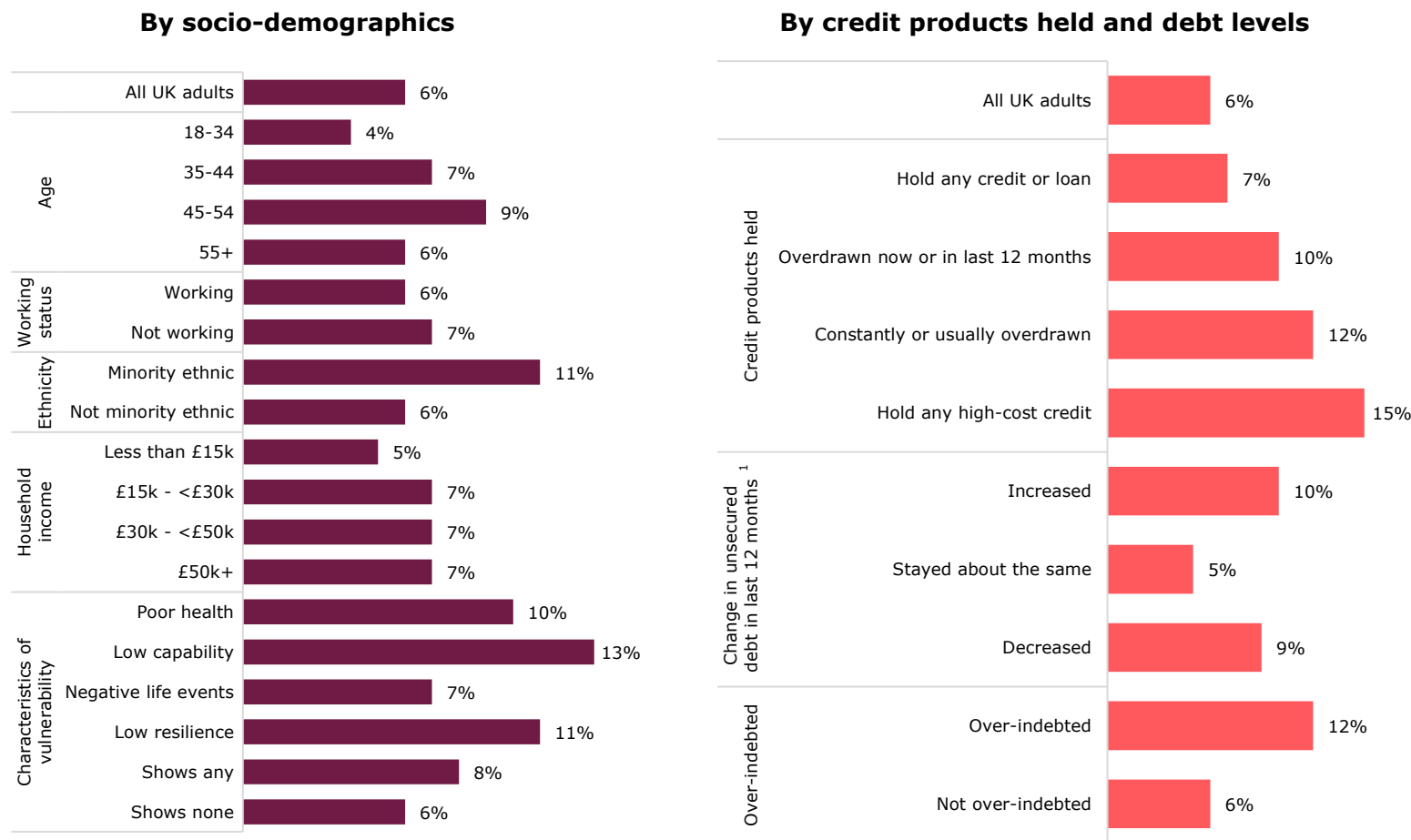
**Base:** All UK adults (2020:16,190/ 2022:19,145)

**Question:** POSum1. Summary of product holding CAVEAT

- % residential mortgage holders (2022)
- pp change that is statistically significant (2020-2022)
- pp change that is not statistically significant (2020-2022)

# In 2022, mortgage holders most likely to have had a second charge mortgage included: 45-54 year olds, ethnic minorities, those with low capability or low financial resilience, those who were over-indebted, and those who had high-cost credit

Proportion of residential mortgage holders who have a second charge mortgage, across a variety of demographic segments (2022)



**Base:** All UK adults with a residential mortgage (2022:5,849)

**Question:** P\_M1C. Do you also hold a second charge mortgage or loan on the property in which you currently live? These are sometimes referred to as 'homeowner loans' or 'secured loans'. CAVEAT

**Note:** <sup>1</sup> Change in unsecured debt is only asked to those who are over-indebted or hold consumer credit regulated agreements, excluding adults who only hold credit cards, store cards and/or catalogue credit, but who pay the full statement balance every or most months

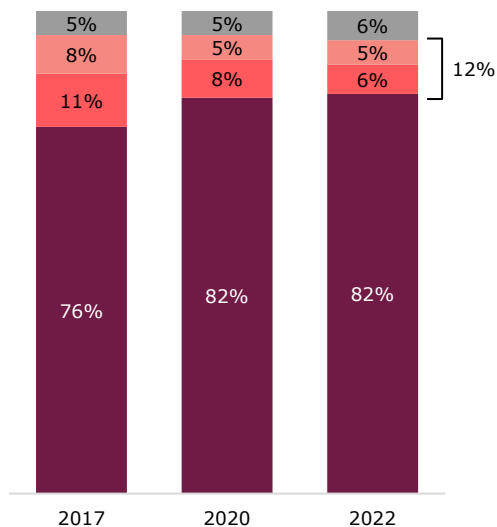


# 3. Residential mortgages

- Mortgage type and interest rate type
- Repayment plans for adults with an interest-only mortgage
- Proportion whose current mortgage deal ends in the next two years
- Levels of satisfaction and trust in mortgage lender
- Attitudes towards taking out a mortgage, including ease of finding a mortgage lender and understanding of mortgage products
- Types of residential mortgage holder (eg first time borrower, home mover, switcher)
- Views on the application process, for those who made a change to their mortgage in the previous three years
- Proportion who stayed with the same mortgage lender
- Reasons for not switching lender
- Consumers' use and experience of brokers and advisers

# In 2022, 73% of residential mortgage holders said they had a repayment mortgage with a fixed rate

**Mortgage type  
(2017/2020/2022)**

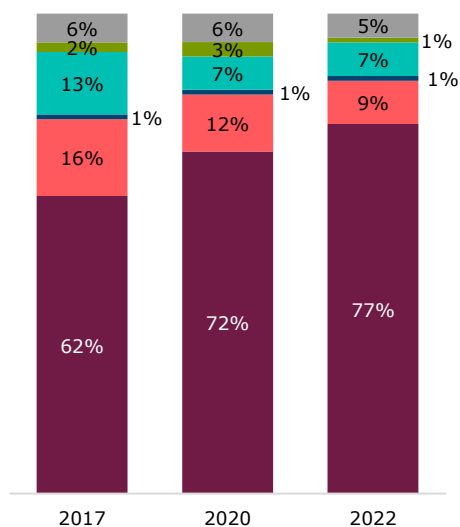


- Don't know
- Part repayment, part interest-only
- Interest-only (IO)
- Repayment

**Base:** All UK adults with a residential mortgage on the property in which they currently live (2017:1,255/ 2020:2,662/ 2022:3,350)

**Question:** M22a. Is your mortgage repayment or interest-only?

**Interest rate type  
(2017/2020/2022)**

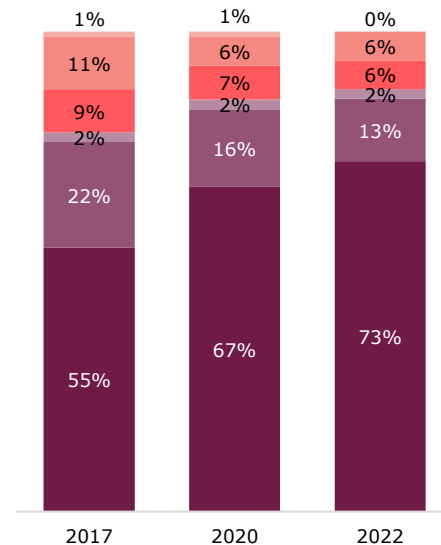


- Don't know
- Variable rate: don't know type
- Variable rate: Tracker mortgage
- Variable rate: Discount mortgage
- Variable rate: SVR
- Fixed rate

**Base:** All UK adults who have a residential mortgage on the property in which they live currently with a variable rate of any kind (2017:1,255/ 2020:2,662/ 2022:3,350)

**Question:** M18/M19. Summary of interest rate type

**Mortgage type x interest rate type  
(2017/2022/2022)**



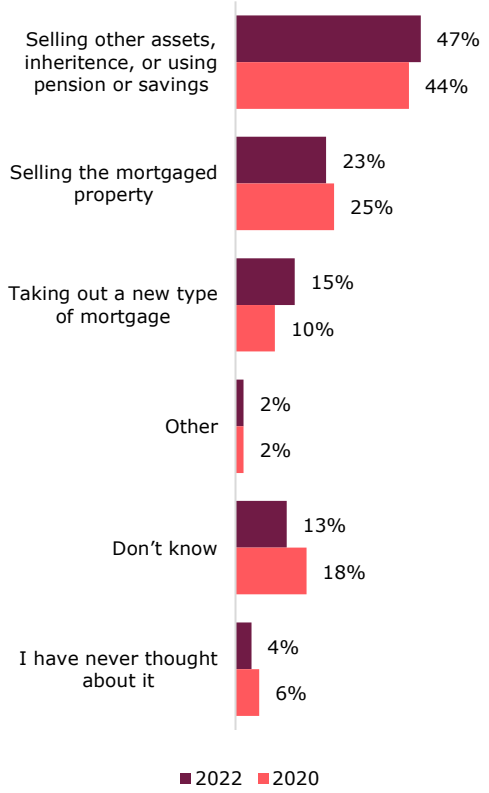
- IO or part repayment part IO: Don't know interest rate type
- IO or part repayment part IO: Variable rate
- IO or part repayment part IO: Fixed rate
- Repayment: Don't know interest rate type
- Repayment: Variable rate
- Repayment: Fixed rate

**Base:** All UK adults who have a residential mortgage on the property in which they live currently and know what type of mortgage they have (2017:1,174/ 2020:2,488/ 2022:3,131)

**Question:** M22aM18sum. Mortgage type by interest rate type

**In 2022, 13% of IO mortgage holders did not know how they would pay off the remaining capital and a further 4% had never thought about it. Of those whose mortgage ends in the next five years, 42% recalled their lender contacting them to discuss their plans for paying off the remaining capital**

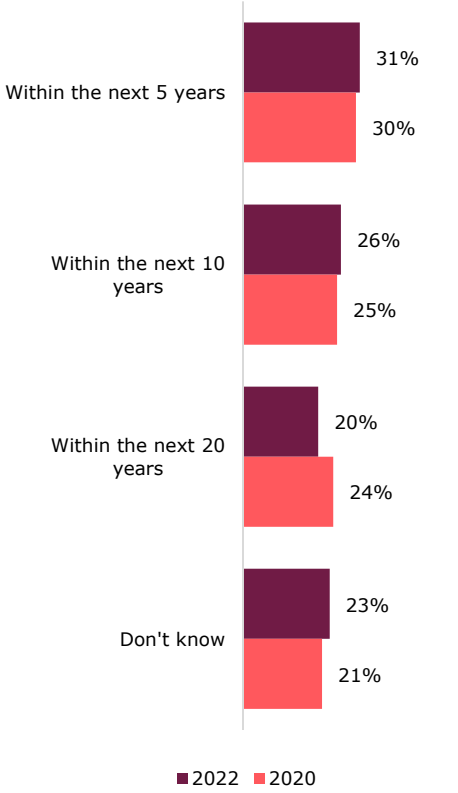
**How adults with an interest-only mortgage plan to pay off the mortgage capital (2020/2022)**



**Base:** All UK adults who have a residential mortgage that is interest-only or a part repayment/ part interest-only (2020:317/ 2022:406)

**Question:** M25. How do you intend to pay off the remaining capital at the end of your interest-only mortgage period?

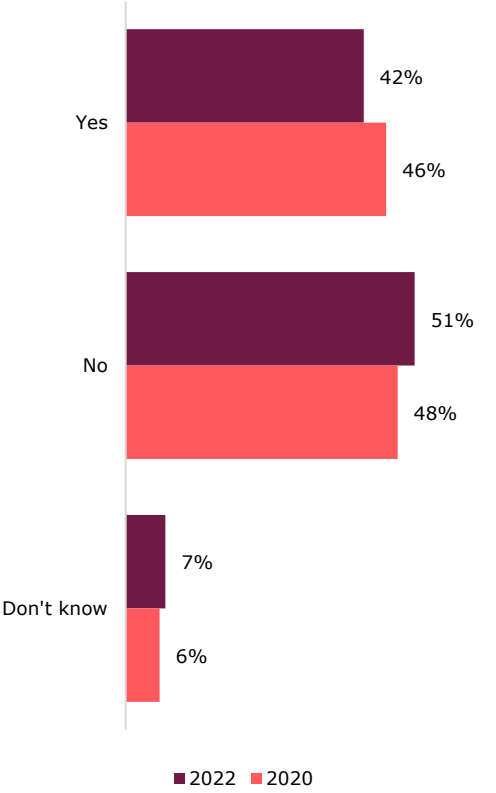
**Period when interest-only mortgage ends (2020/2022)**



**Base:** All UK adults who have a residential mortgage that is interest-only or a part repayment/ part interest-only (2020:317/ 2022:406)

**Question:** M28a. When does (the interest-only part of your/your interest-only) mortgage end?

**Whether mortgage lender has made contact about their plans to repay the capital, for those whose IO mortgage ends within 5 years (2020/2022)**

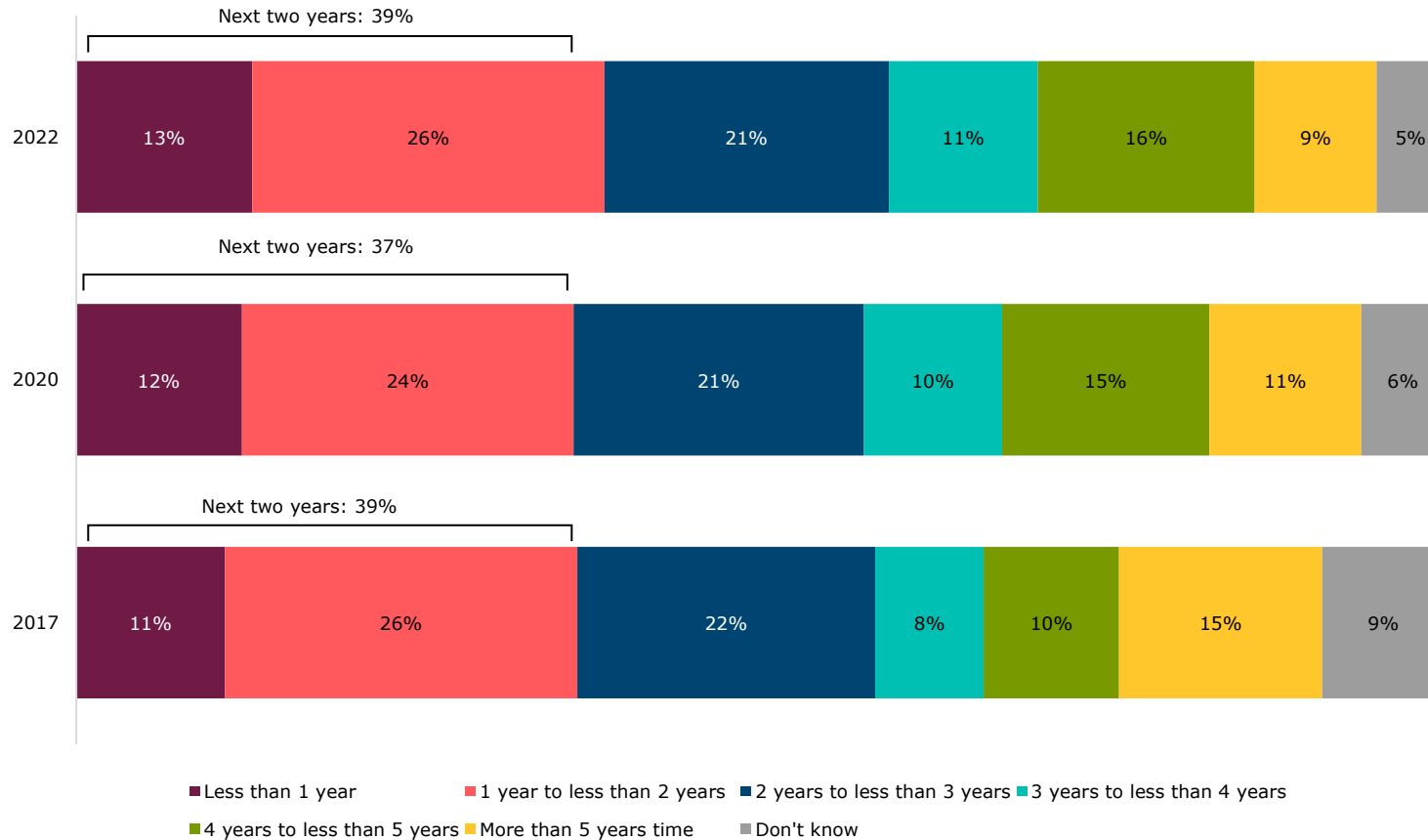


**Base:** All UK adults who have a residential mortgage that is interest-only or part repayment/ part interest-only that ends in next 5 years (2020:101/ 2022:139)

**Question:** M28B. Has your mortgage lender contacted you in the last 2 years to ask how you intend to repay the outstanding capital at the end of your interest-only mortgage?

# In 2022, two-fifths (39%) of residential mortgage holders with a fixed rate, or a variable with a discounted, tracker, or capped rate were due to see their current deal end in the next two years – unchanged from 2020

End period for current mortgage deal for adults with a residential mortgage with a fixed rate, or variable rate that is discounted, tracker, or capped (2017/2020/2022)

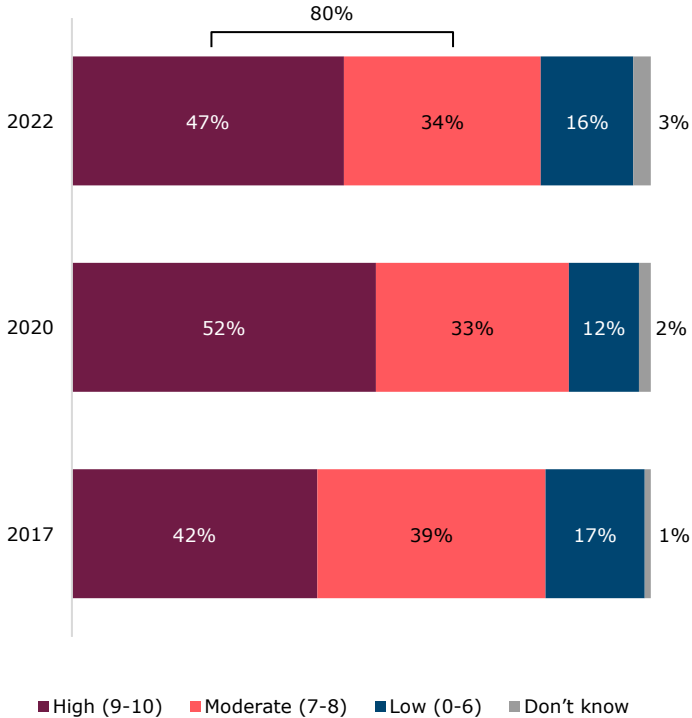


**Base:** All UK adults who have a residential mortgage with a fixed rate or have a residential mortgage with a variable rate which is a discounted, tracker or capped rate mortgage (2017:951/ 2020:2,149/ 2022:2,853)

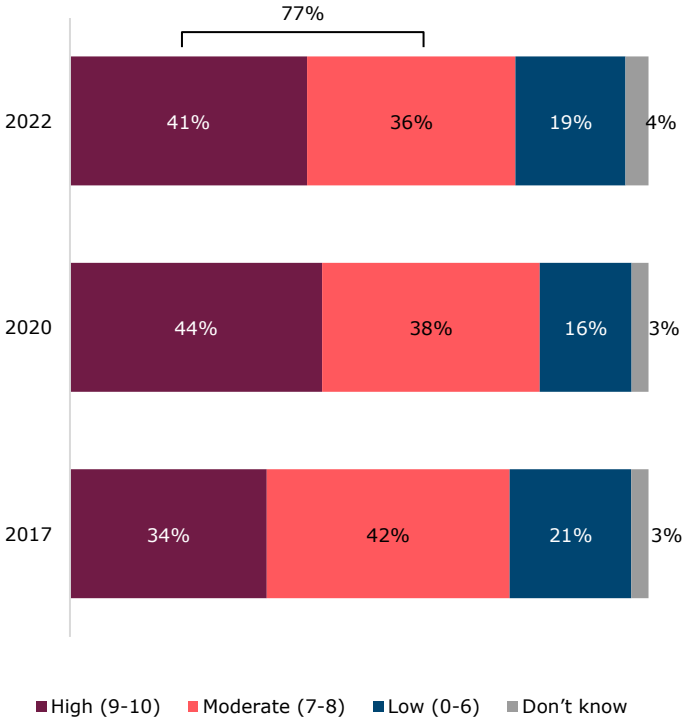
**Question:** M20a. For how long does your (fixed/ discount/ tracker/ capped) rate last – does it end in...?

# In 2022, 80% of residential mortgage holders were highly or moderately satisfied with their lender – and 77% trusted their lender

**Levels of satisfaction in their mortgage lender (2017/2020/2022)**



**Levels of trust in their mortgage lender (2017/2020/2022)**



**Base:** All UK adults who have a residential mortgage on the property in which they live currently (2017:1,255/ 2020:2,662/ 2022:3,350)

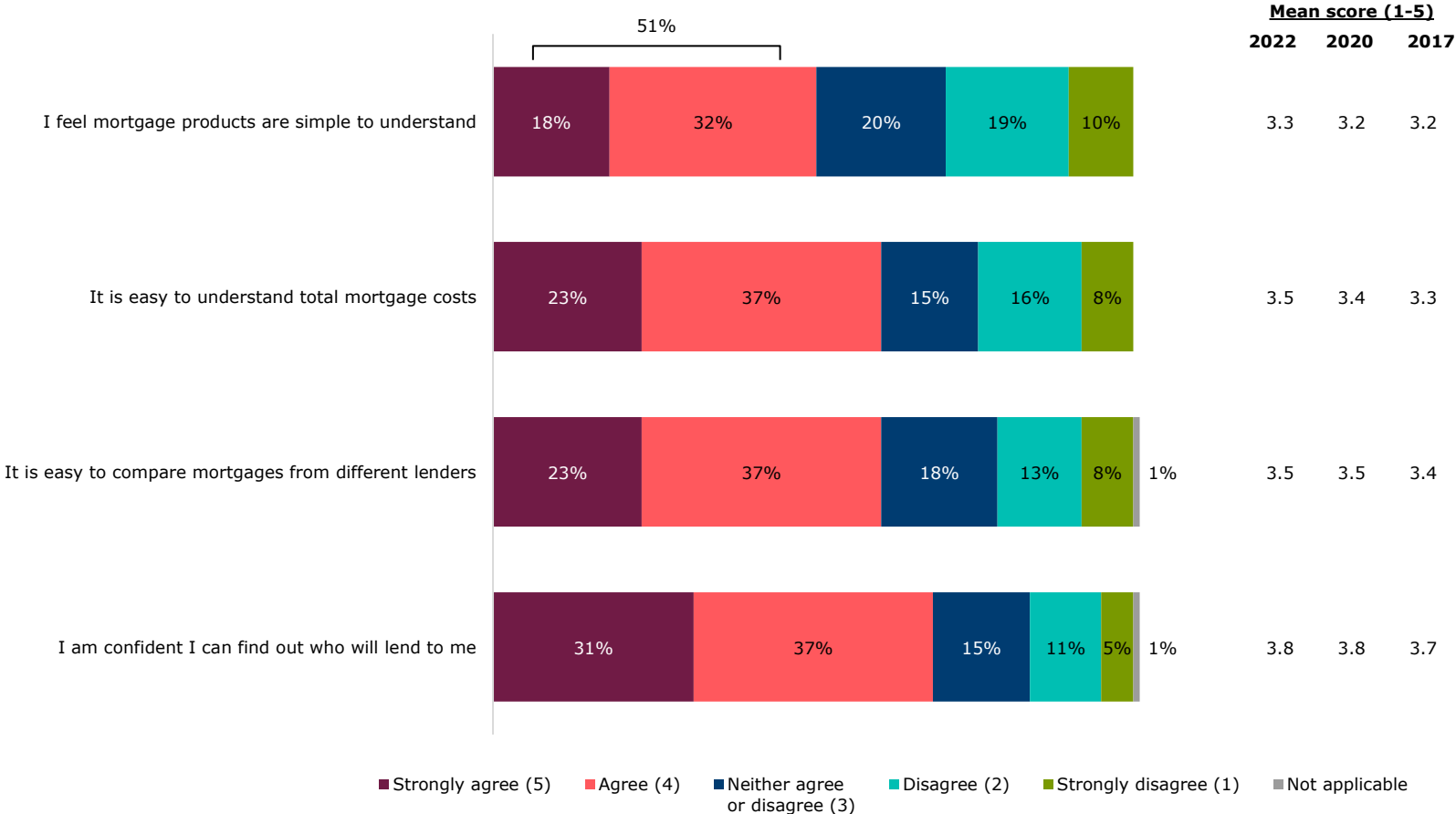
**Question:** M83. Overall, how satisfied are you with your mortgage lender?

**Base:** All UK adults who have a residential mortgage on the property in which they live currently (2017:1,255/ 2020:2,662/ 2022:3,350)

**Question:** M85. How much trust do you have in your mortgage lender?

# In 2022, around a half (51%) of residential mortgage holders felt that mortgage products were simple to understand

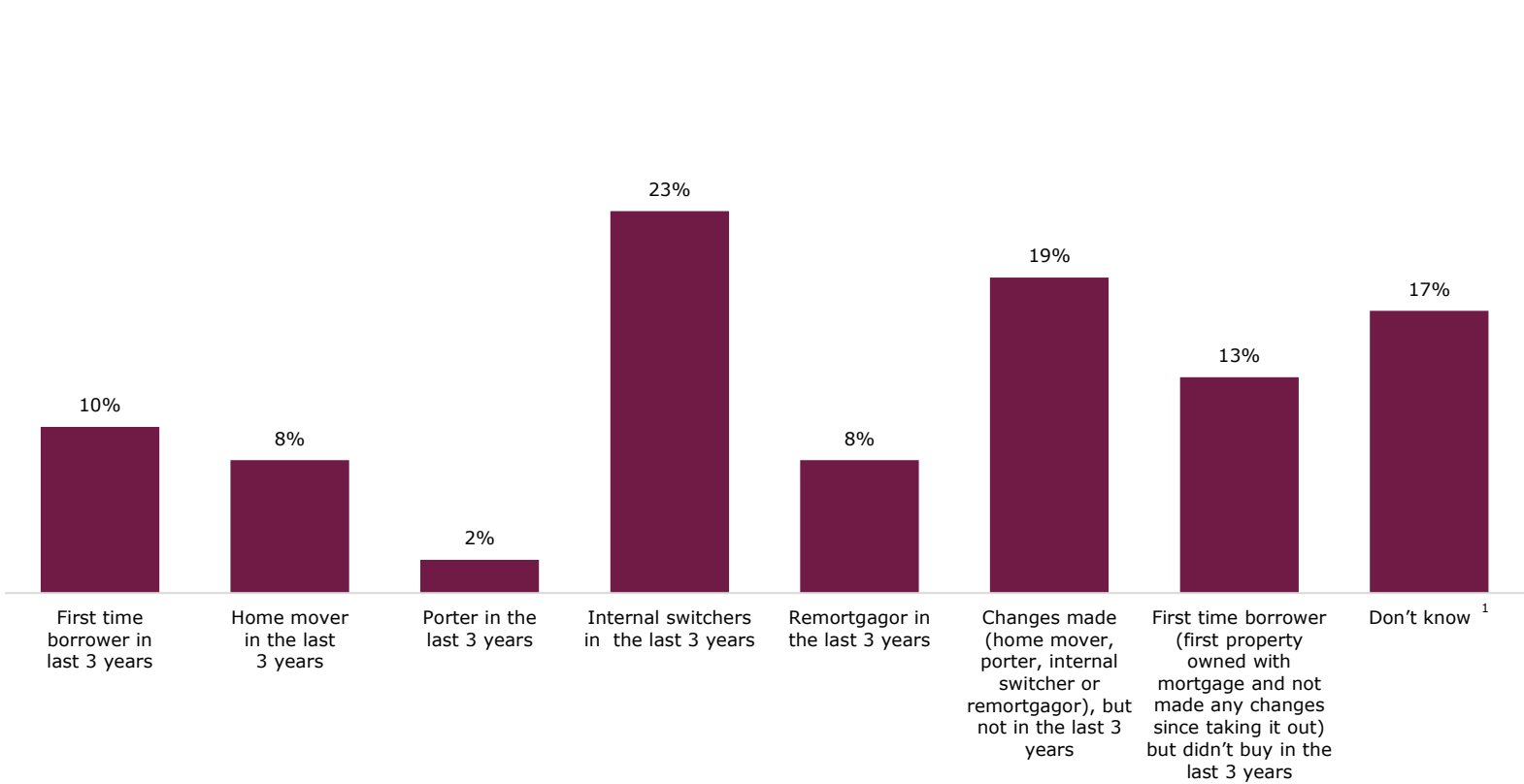
View of mortgage products among those with a residential mortgage (2022)



**Base:** All UK adults who have a residential mortgage on the property in which they live currently (2022:3,350) excluding 'don't know' responses (2%/3%/3%/3%)  
**Question:** M105\_a-d (Rebased). How much do you agree or disagree with these statements?

# Residential mortgage holders can be split into seven groups based on the changes they had made to their mortgage in the past three years, and in 2022 the largest group was 'internal switchers'

Types of residential mortgage holder (2022)



**Base:** All UK adults with a residential mortgage on the property in which they currently live (2022:3,350)

**Question:** MDV2. Most recent activity done with mortgage in the past three years

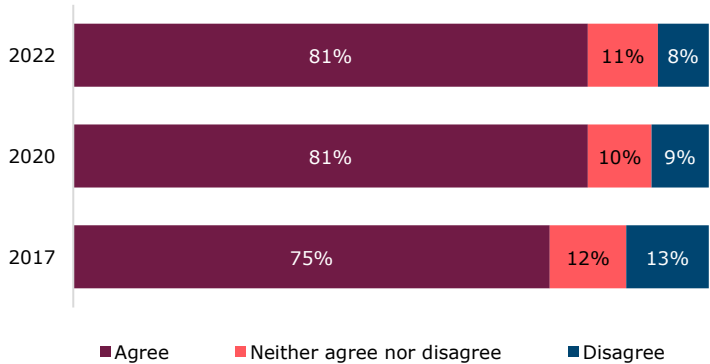
**Note:** <sup>1</sup> Those who 'don't know' includes those who do not know how long ago their most recent change was or can't remember what the most recent thing was they did with their mortgage

■ % residential mortgage holders (2022)

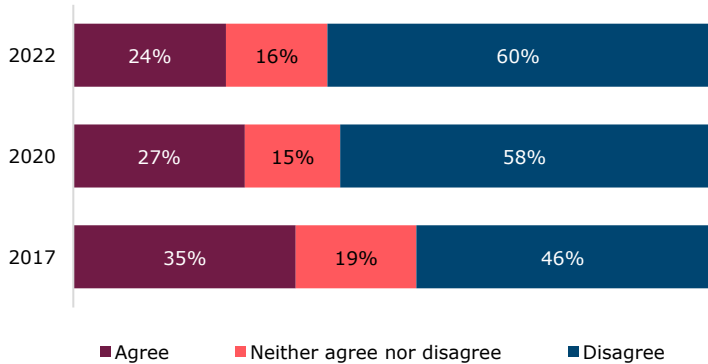
# In 2022, most residential mortgage holders who had made a change to their mortgage in the previous three years said they understood what was going on at each stage of the process – but 24% had to chase to be kept informed

Views on the application process, for those who made a change to their mortgage in the last three years (2017/2020/2022)

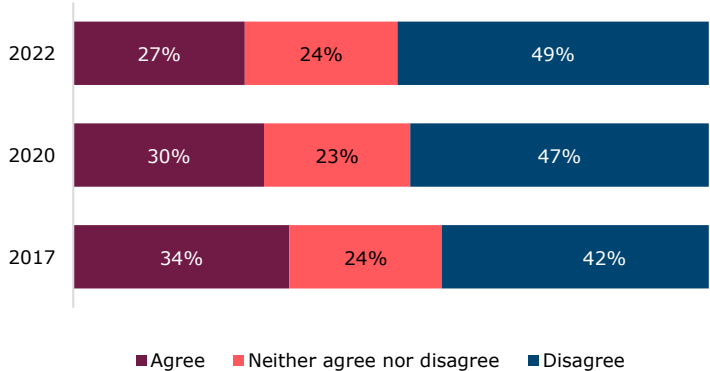
I felt like I understood what was going on at each stage



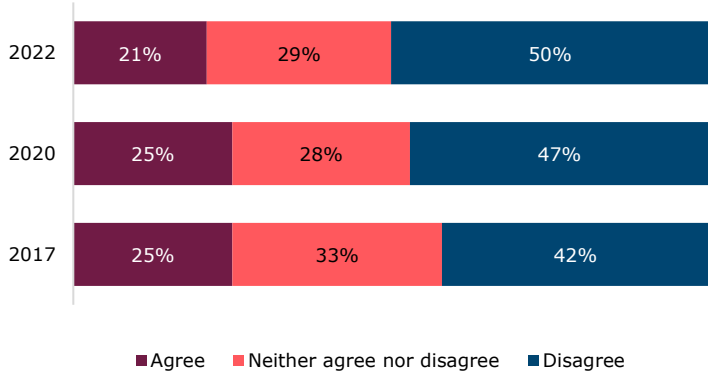
I had to chase to be kept informed during the process



I felt there was too much information to deal with



There were too many different mortgage options



**Base:** All UK adults who have a residential mortgage and first time borrower, home mover, porter, internal switcher, remortgagor most recent change in the last three years (2017:390/ 2020:1,416/ 2022:1,747) excluding 'don't know' responses (varies by question and year from 1% to 2%)

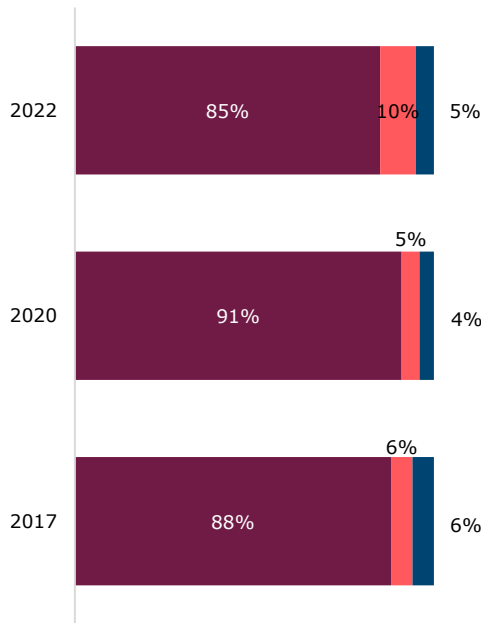
**Question:** M77a-d (Rebased). Thinking about the mortgage application process, how much do you agree or disagree with these statements?



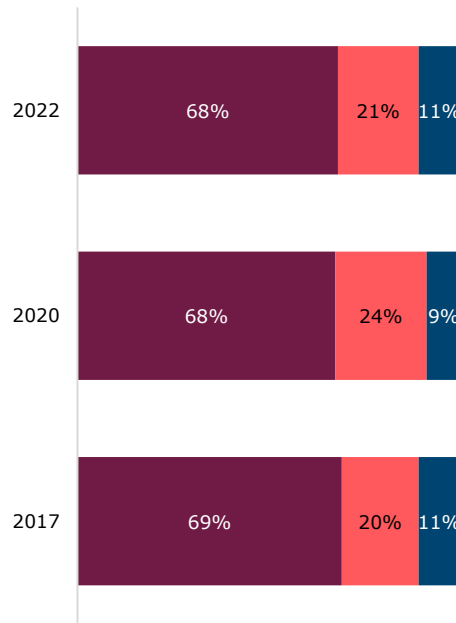
# Looking at the experiences of residential mortgage holders who changed onto a new rate with their existing mortgage lender in the last three years, 85% were satisfied with the process (down 6pp compared with 2020) – but 11% said they incurred fees/costs they did not expect

Views about the experience of changing onto a new rate with the same mortgage lender in the past three years (2017/2020/2022)

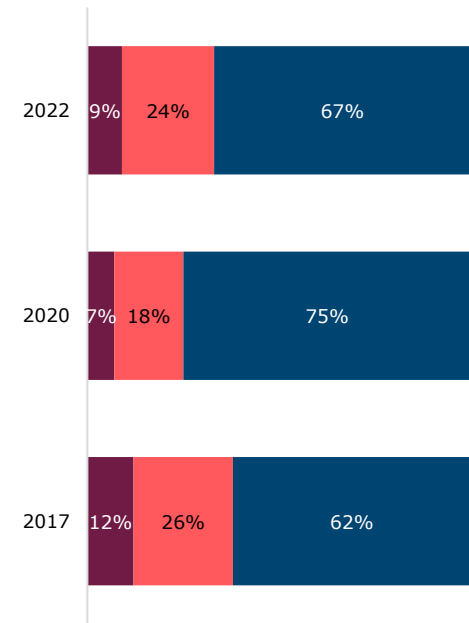
I was satisfied with the process



Any fees/ costs as a result of changing the rate were expected



The lender took longer than expected



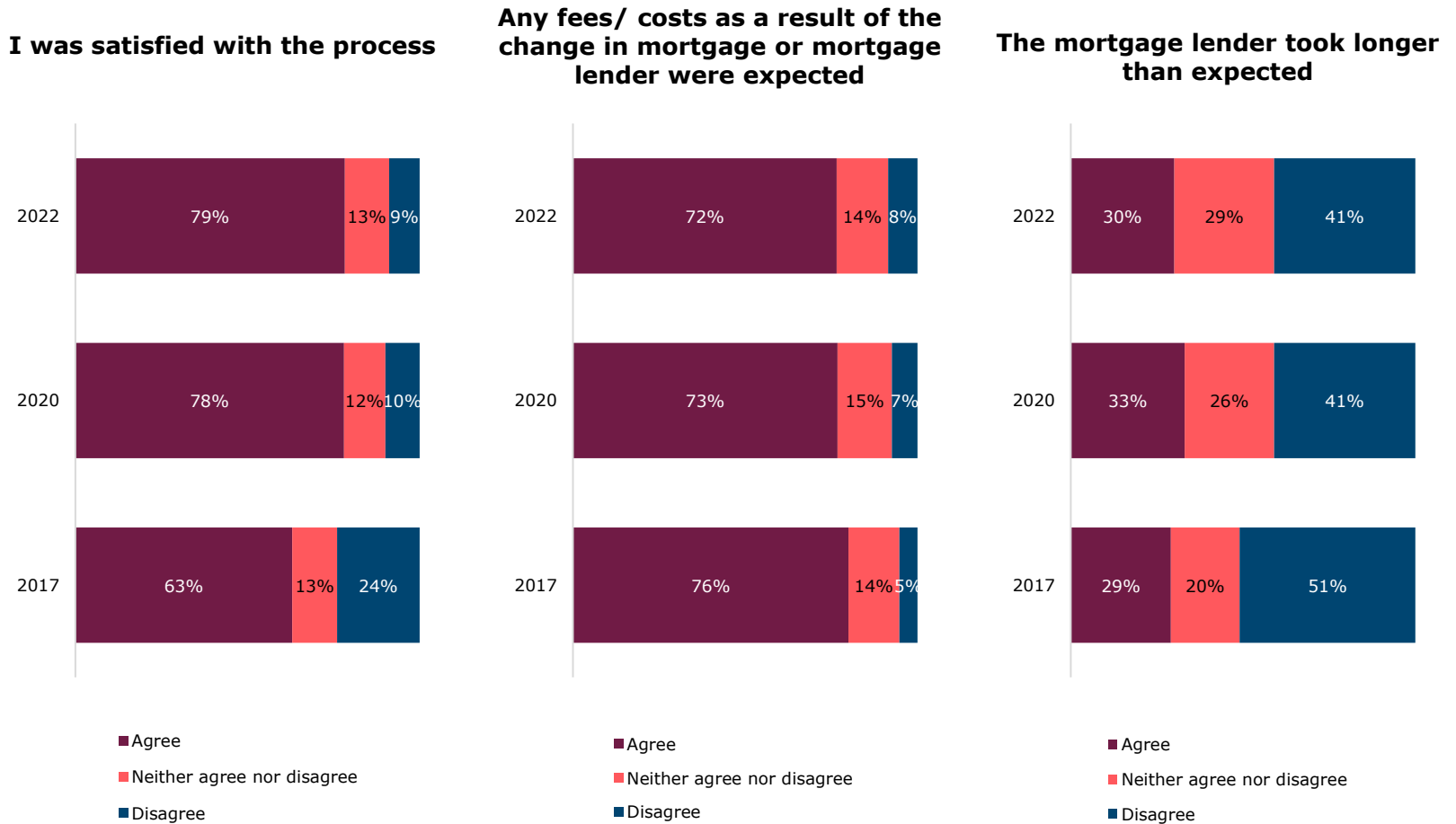
■ Agree  
 ■ Neither agree nor disagree  
 ■ Disagree

■ Agree  
 ■ Neither agree nor disagree  
 ■ Disagree

■ Agree  
 ■ Neither agree nor disagree  
 ■ Disagree

# Looking at the experiences of residential mortgage holders who changed lender or took out a new mortgage in the previous three years, 79% were satisfied with the process – but 8% said they incurred fees/costs they did not expect and 30% felt their lender took longer than expected

Views about the experience of taking out a new mortgage (when moving home, porting mortgage, or changing lender in the last three years) (2017/2020/2022)

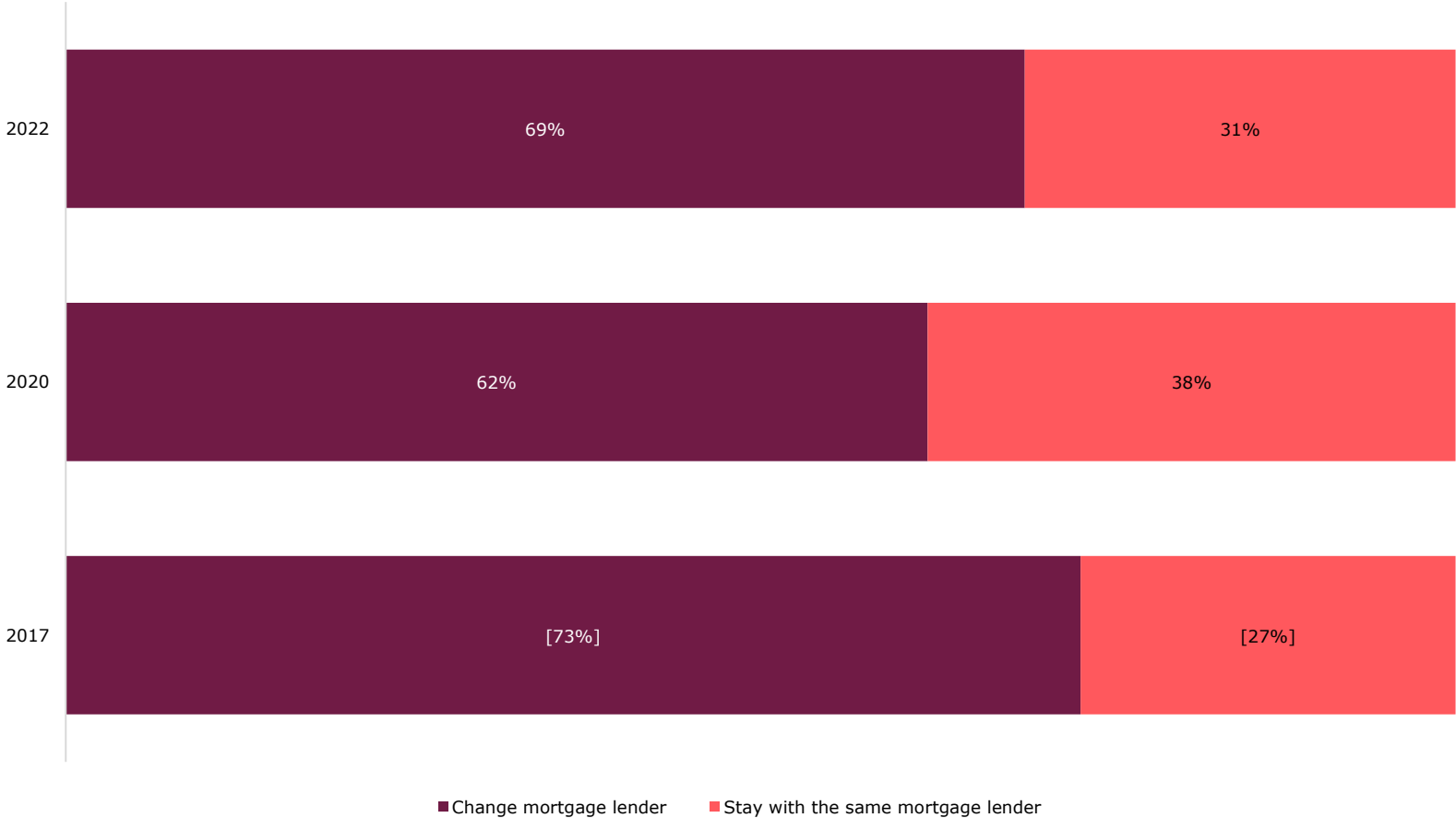


**Base:** All UK adults who have a residential mortgage and home mover, porter, remortgagor was most recent change in the last three years (2017:217/ 2020:537/ 2022:617) excluding 'don't know' responses: M80\_A (1%/1%/1%); M80\_B (1%/4%/2%); M80\_D (1%/3%/3%)

**Question:** M80\_A,B,D (Rebased). Thinking about your experience of [taking out a new mortgage when moving home/ taking your current mortgage with you when moving home/ changing lender], how much do you agree or disagree with the following statements?

# In 2022, seven out of ten home movers changed mortgage lender when moving, unchanged from 2020

Proportion of home movers who changed lender when moving home in last three years (2017/2020/2022)

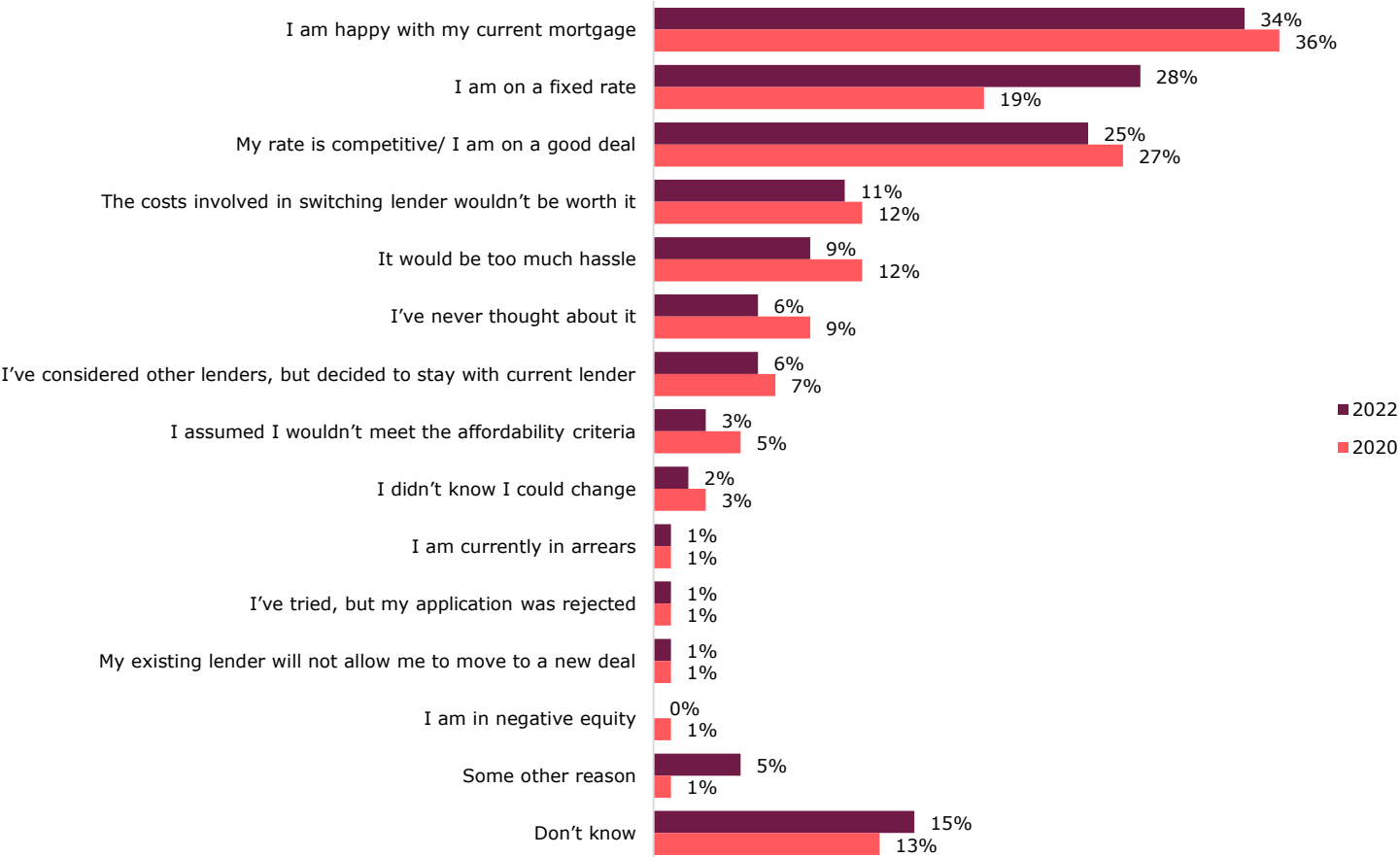


**Base:** All UK adults who have a residential mortgage and home mover was most recent change in the last three years (2017:86/ 2020: 200/ 2022:290)

**Question:** M109. When you moved home in the last three years and took out a new mortgage, did you...?

# In 2022, among mortgage holders who had not changed their mortgage in the last three years, the most cited reason for not doing so was that they were happy with their current mortgage or were still on a fixed rate

Reasons for staying with the same mortgage lender (2020/2022)

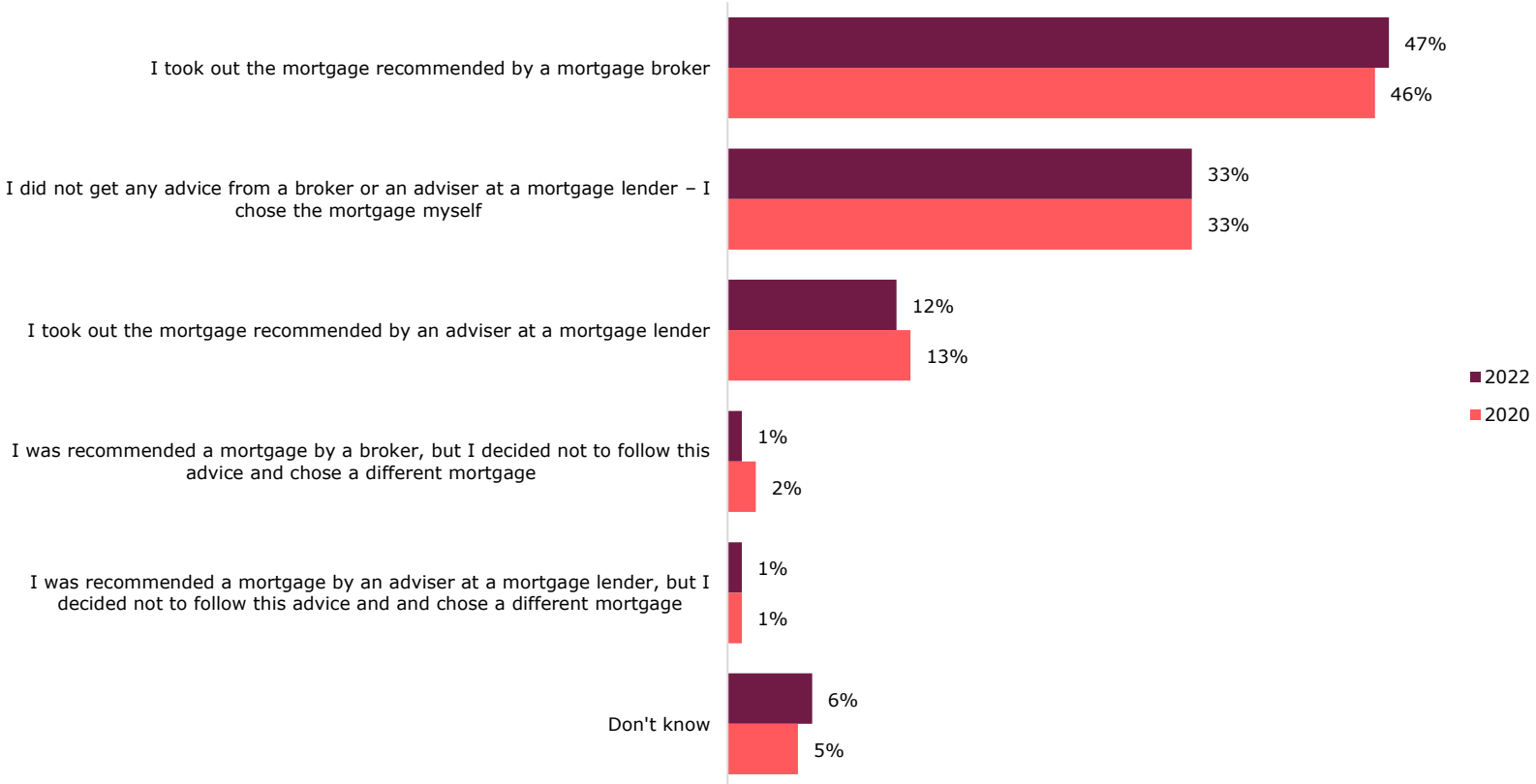


**Base:** All UK adults who have a residential mortgage who have not made a change to their mortgage in the last three years, or don't know how long ago their most recent change was/ can't remember what most recent change was (2020:1,246/ 2022:1,603)

**Question:** M109B. Which of the following are important reasons why you have not changed mortgage lender or changed to a new rate?

# In 2022, 33% of those who had taken out a new mortgage or changed to a new rate in the previous three years said they chose the mortgage themselves – but more (47%) based their decision on a recommendation

**How their mortgage was chosen, among those who have taken out a new mortgage or changed onto a new rate in the past three years (2020/2022)**

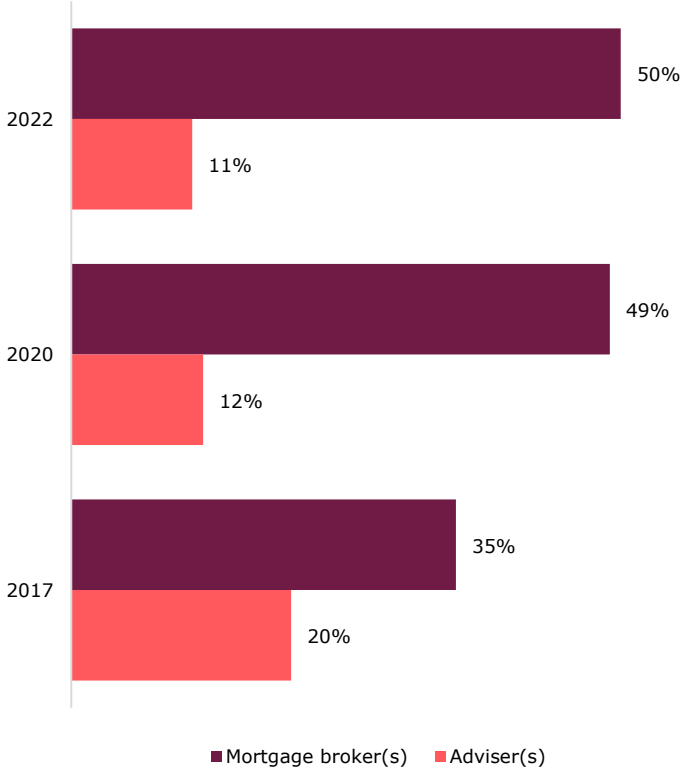


**Base:** All UK adults who have a residential mortgage on the property in which they live currently and first time borrower, home mover, porter, internal switcher, remortgagor most recent change in the last three years (2020:1,416/ 2022:1,747)

**Question:** M46. Which of the following best describes how you chose your mortgage (when you moved home/ when you changed onto a new rate/ when you changed lender)?

**In 2022, 50% of those who had moved home, switched, ported, or remortgaged in the previous three years said they used a broker (23% of whom shopped around before choosing their broker) and 11% said they used an adviser at a mortgage lender**

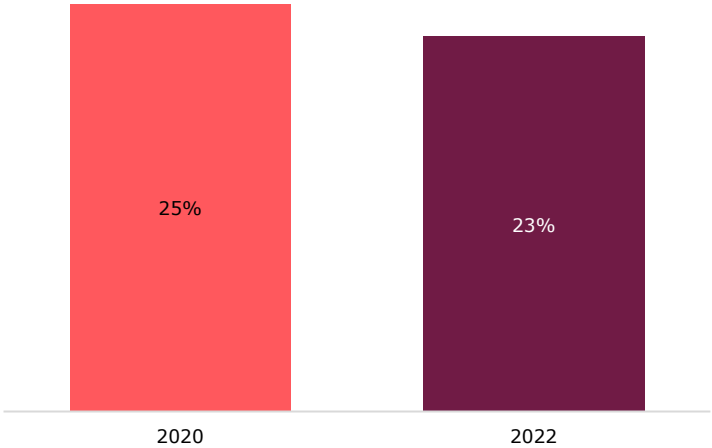
**Proportion who used a broker or an adviser at a mortgage lender, among those who have taken out a new mortgage or changed onto a new rate in the last three years (2017/2020/2022)**



**Base:** All UK adults who have a residential mortgage and first time borrower, home mover, porter, internal switcher, remortgagor most recent change in the last three years (2017:622/ 2020:1,416/ 2022:1,747)

**Question:** M47. When taking out your mortgage on the property you currently live in / changing onto a new rate with your existing lender, did you seek advice from:

**Proportion who shopped around before choosing their mortgage broker, among those who used a broker in the last three years (2020/2022)**

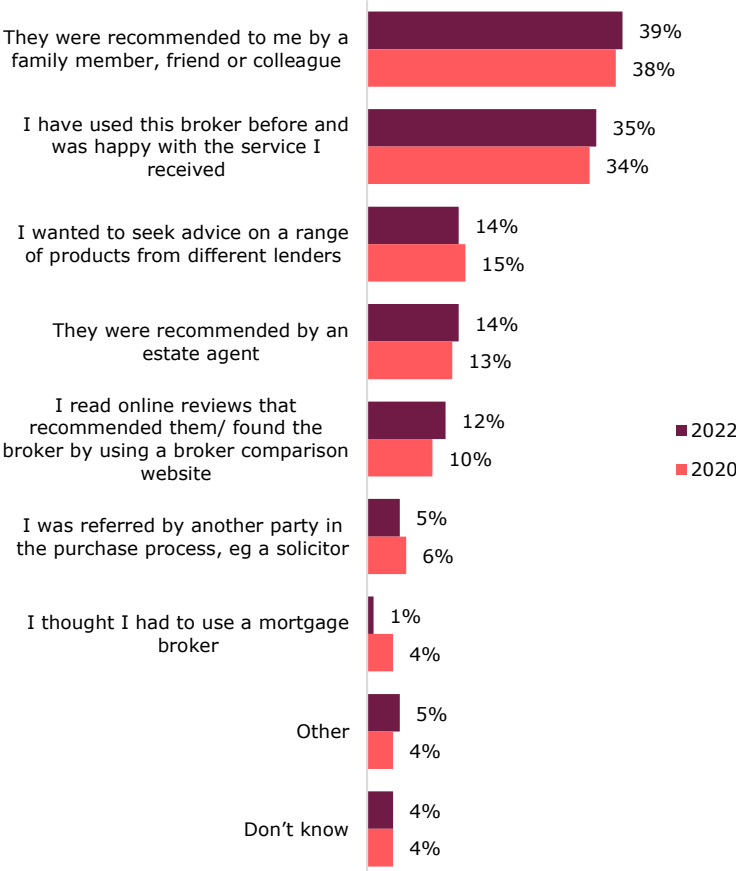


**Base:** All UK adults who have a residential mortgage & first time borrower, home mover, porter, internal switcher, remortgagor most recent change in the last three years, and mortgage recommended by a broker/ used a broker but didn't take recommended product (2020:668/ 2022:877)

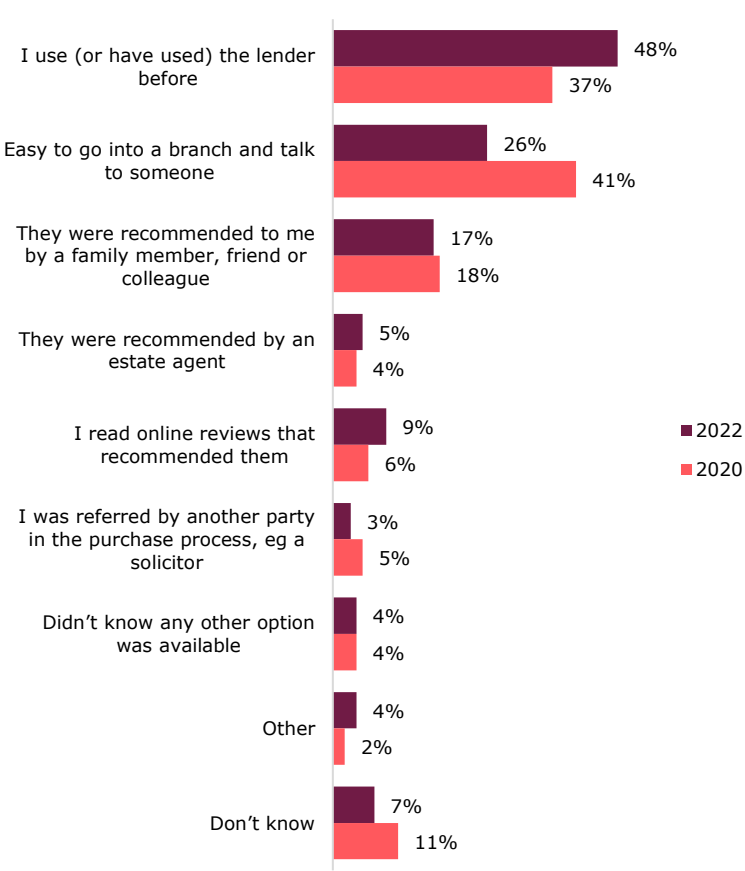
**Question:** M48A. Before choosing your broker, did you compare different brokers by looking at the range of lenders they deal with, or their fees for providing advice.

# Mortgage brokers were often chosen based on recommendations or past experiences – one in four adults (26%) who used an adviser at a mortgage lender chose their lender because they could talk to someone in branch

**Reasons for choosing their broker (2020/2022)**



**Reasons for choosing their adviser (2020/2022)**



**Base:** All UK adults who have a residential mortgage & first time borrower, home mover, porter, internal switcher, remortgagor most recent change in the last three years, and mortgage recommended by a broker/ used a broker but didn't take recommended product (2020:668/ 2022:877)

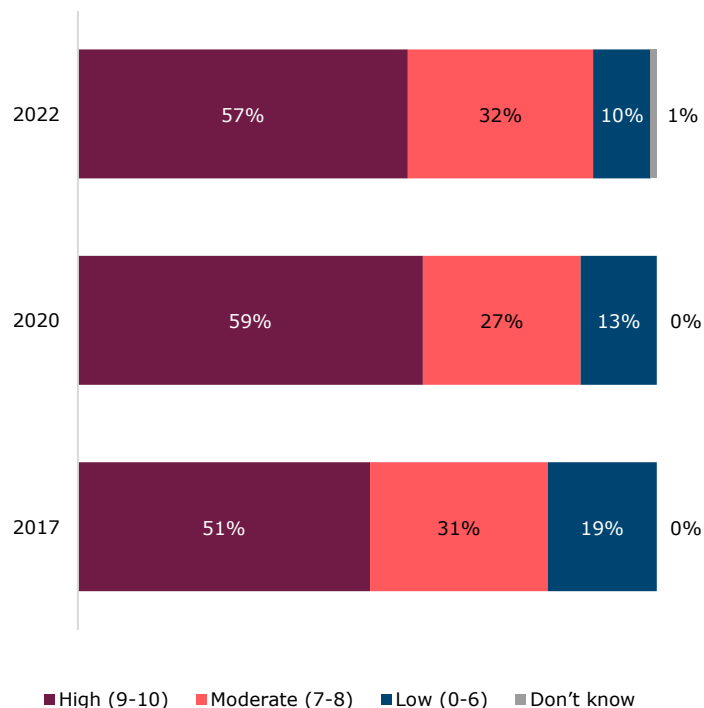
**Question:** M48. Which of the following influenced your choice to use this mortgage broker?

**Base:** All UK adults who have a residential mortgage & first time borrower, home mover, porter, internal switcher, remortgagor most recent change in last three years, & mortgage recommended by adviser at mortgage lender or used adviser but didn't take recommended product (2020:218/ 2022:217)

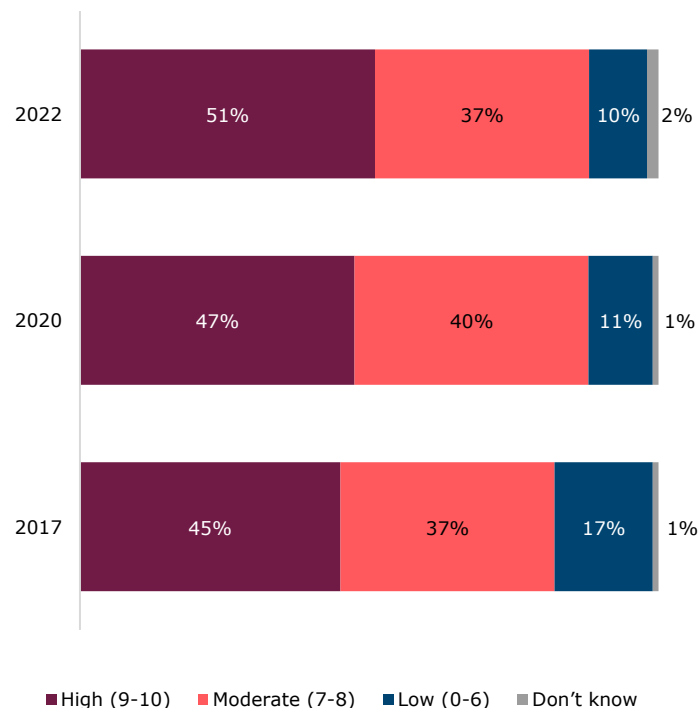
**Question:** M60. Which of the following influenced your choice to use an adviser at a mortgage lender?

# In 2022, most adults who used a mortgage broker or an adviser at a mortgage lender were satisfied with them

**Levels of satisfaction in their mortgage broker (2017/2020/2022)**



**Levels of satisfaction in their mortgage adviser (2017/2020/2022)**



**Base:** All UK adults who have a residential mortgage & first time borrower, home mover, porter, internal switcher, remortgagor most recent change in last three years, & mortgage recommended by a broker or used a broker but didn't take recommended product (2017:191/ 2020:668/ 2022:877)

**Question:** M57. Overall, how satisfied were you with your mortgage broker?

**Base:** All UK adults who have a residential mortgage & first time borrower, home mover, porter, internal switcher, remortgagor most recent change in last three years, & mortgage recommended by adviser at mortgage lender or used adviser but didn't take recommended product (2017:97/ 2020:218/ 2022:217)

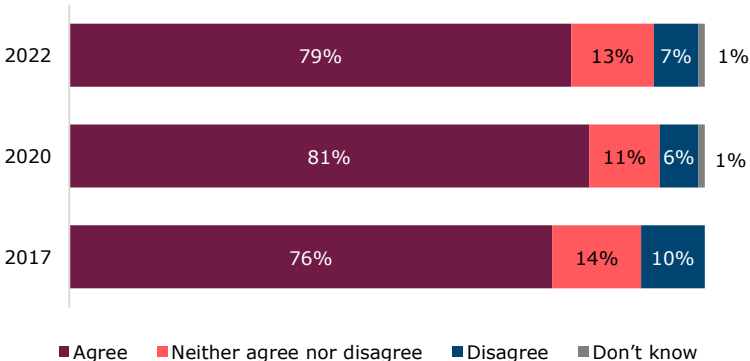
**Question:** M66. Overall, how satisfied were you with the adviser at your mortgage lender?



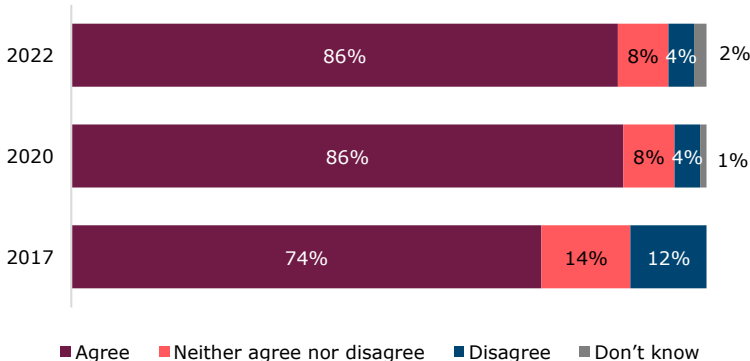
# In 2022, there were high levels of satisfaction with mortgage brokers on a range of measures, unchanged from 2020 but improved since 2017

Attitudes towards mortgage brokers, for those who used a broker in the last three years (2017/2020/2022)

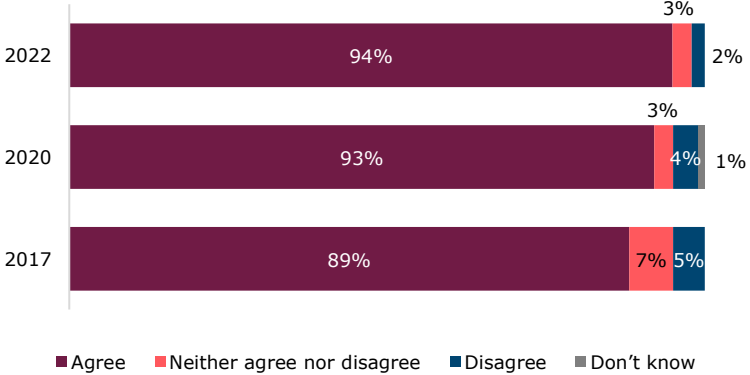
The broker helped me to consider options I had not thought of



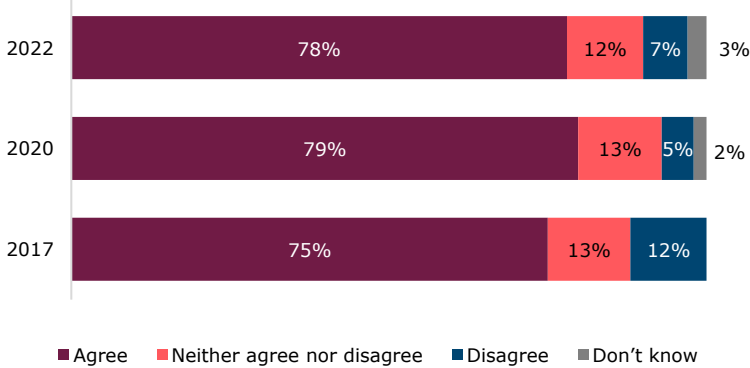
The broker provided impartial advice



The broker understood my needs



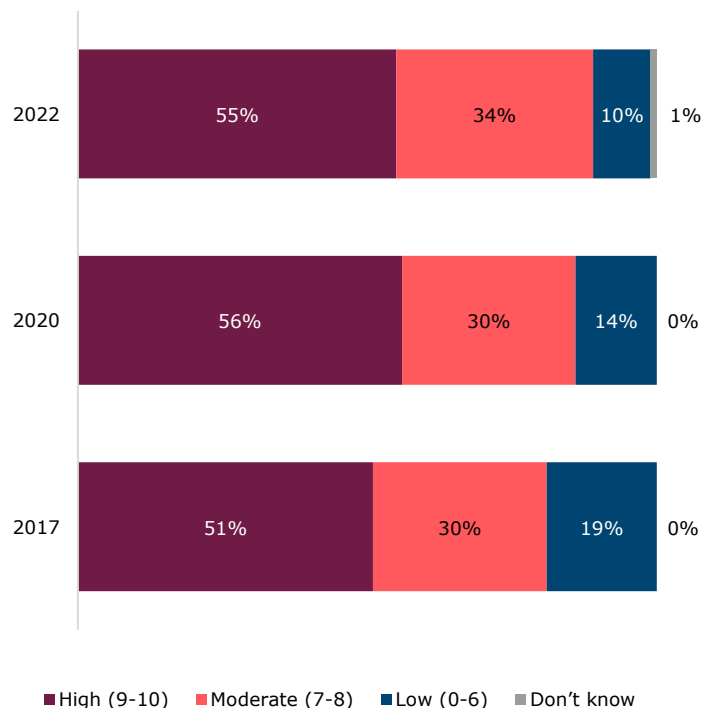
The broker helped me to get a better deal than I would have been able to get on my own



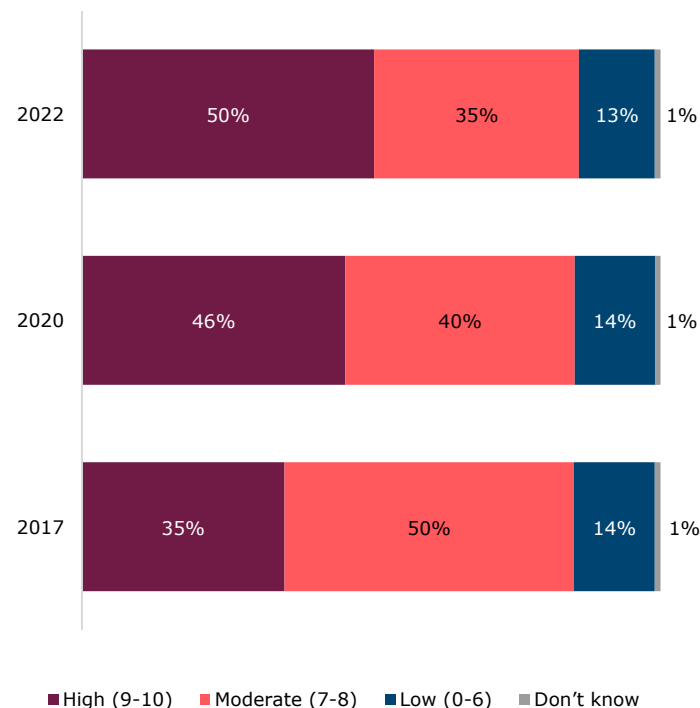
**Base:** All UK adults who have a residential mortgage and first time borrower, home mover, porter, internal switcher, remortgagor most recent change in the last three years, and mortgage recommended by a broker or used a broker but didn't take recommended product (2017:594/ 2020:693/ 2022:817)  
**Question:** M55\_a-d. How much do you agree or disagree with the following statements about your mortgage broker?

# In 2022, most adults who used a mortgage broker or an adviser at a mortgage lender trusted them

**Levels of trust in their mortgage broker  
(2017/2020/2022)**



**Levels of trust in their mortgage adviser  
(2017/2020/2022)**



**Base:** All UK adults who have a residential mortgage & first time borrower, home mover, porter, internal switcher, remortgagor most recent change in last three years, & mortgage recommended by a broker or used a broker but didn't take recommended product (2017:191/ 2020:668/ 2022:877)

**Question:** M59. How much trust did you have in your mortgage broker?

**Base:** All UK adults who have a residential mortgage & first time borrower, home mover, porter, internal switcher, remortgagor most recent change in last three years, & mortgage recommended by adviser at mortgage lender or used adviser but didn't take recommended product (2017:97/ 2020:218/ 2022:217)

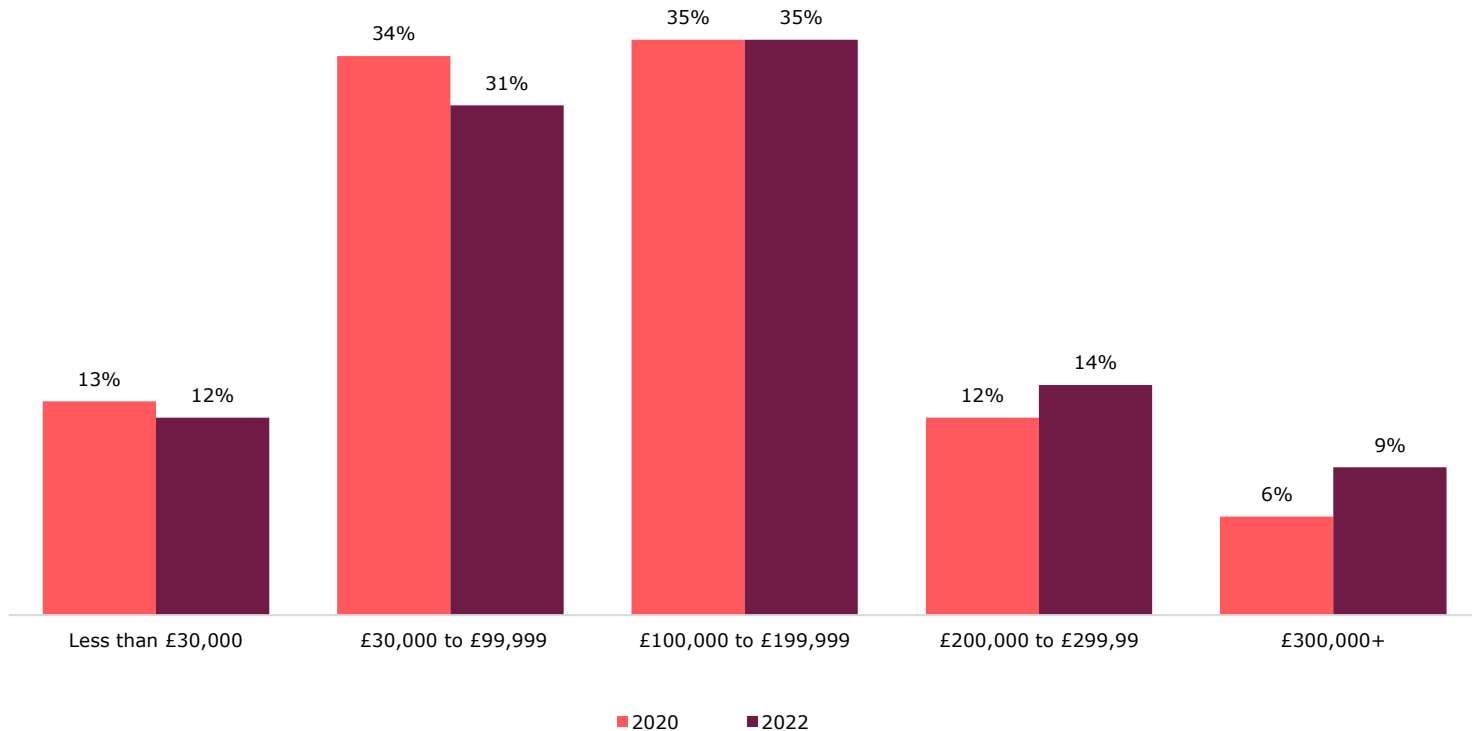
**Question:** M59A. How much trust did you have in the adviser at your mortgage lender?

# 4. Mortgage debt

- Amount left to pay on residential or lifetime mortgages
- Mortgage debt as a proportion of household income
- Outstanding mortgage debt to current value of the property

# Between 2020 and 2022, the proportion of mortgagors with balances over £300k increased by 2 percentage points

Amount left to pay on residential or lifetime mortgages (2020/2022)

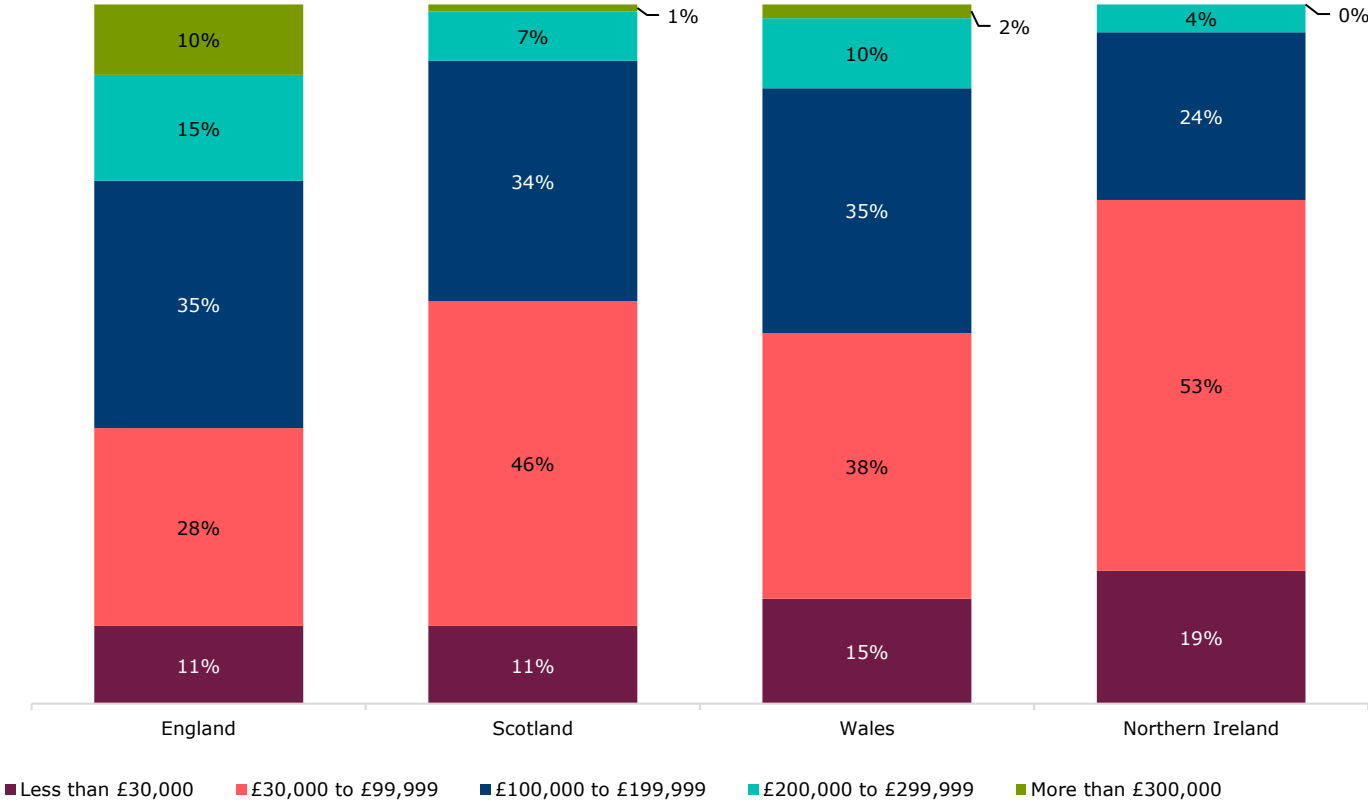


**Base:** All UK adults with a residential or lifetime mortgage on a property they currently live in, or with a mortgage and they don't know which kind (2020:5,513/2022:6,034) excluding 'don't know' (3%/3%) and 'prefer not to say' (5%/8%) responses

**Question:** B5a (Rebased). How much in total is left to pay on this mortgage?

# In 2022, the amount left to pay on a mortgage tended to be higher among those mortgage holders who lived in England

Amount left to pay on residential or lifetime mortgages, by nation (2022)

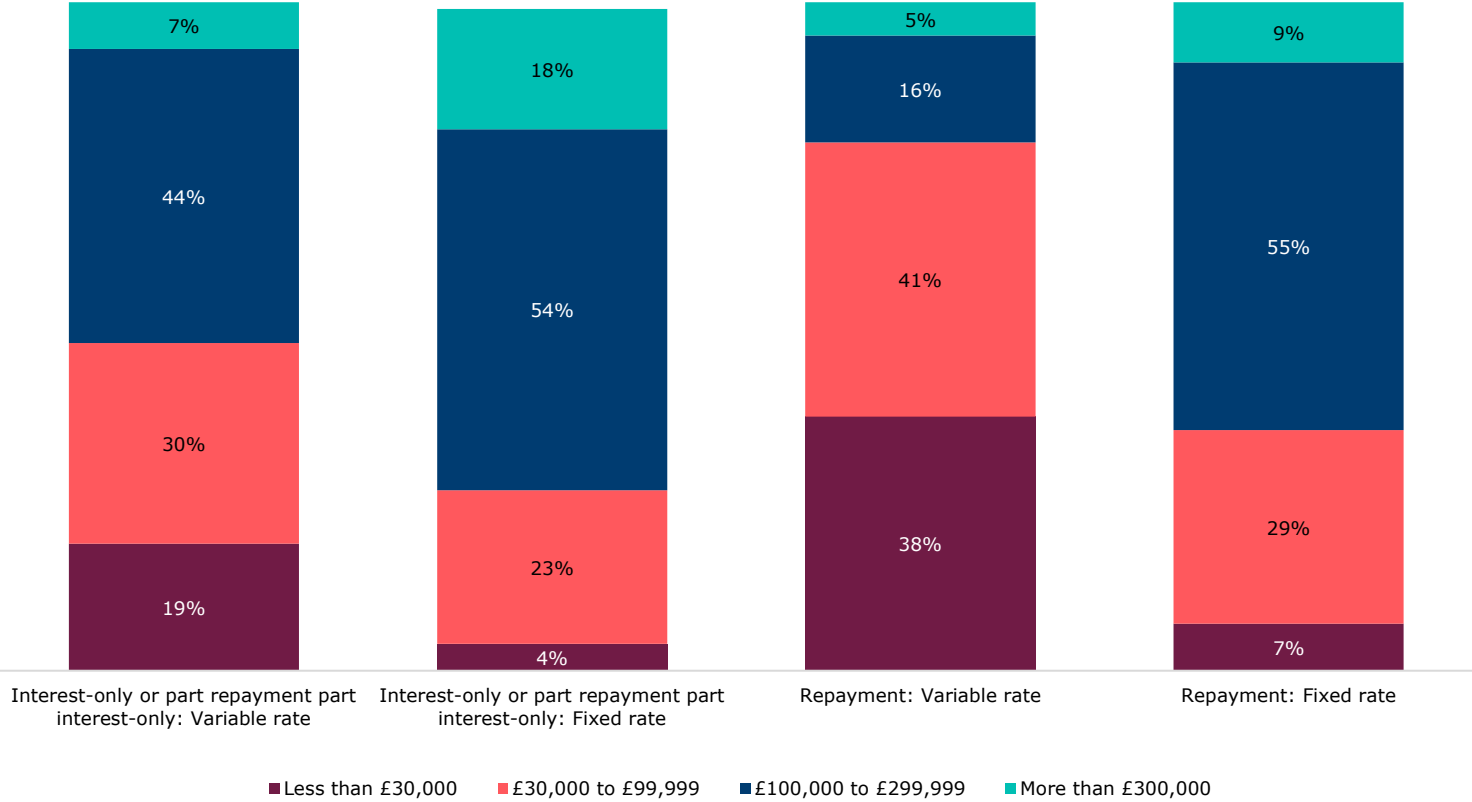


**Base:** All UK adults with a residential or lifetime mortgage on a property they currently live in, or with a mortgage and they don't know which kind (2020:5,513/2022:6,034) excluding 'don't know' (3%/3%) and 'prefer not to say' (5%/8%) responses

**Question:** B5a (Rebased). How much in total is left to pay on this mortgage?

# In 2022, those with variable rate repayment mortgages were more likely to have lower outstanding mortgage amounts

Amount left to pay on mortgage, by mortgage repayment type (2022)

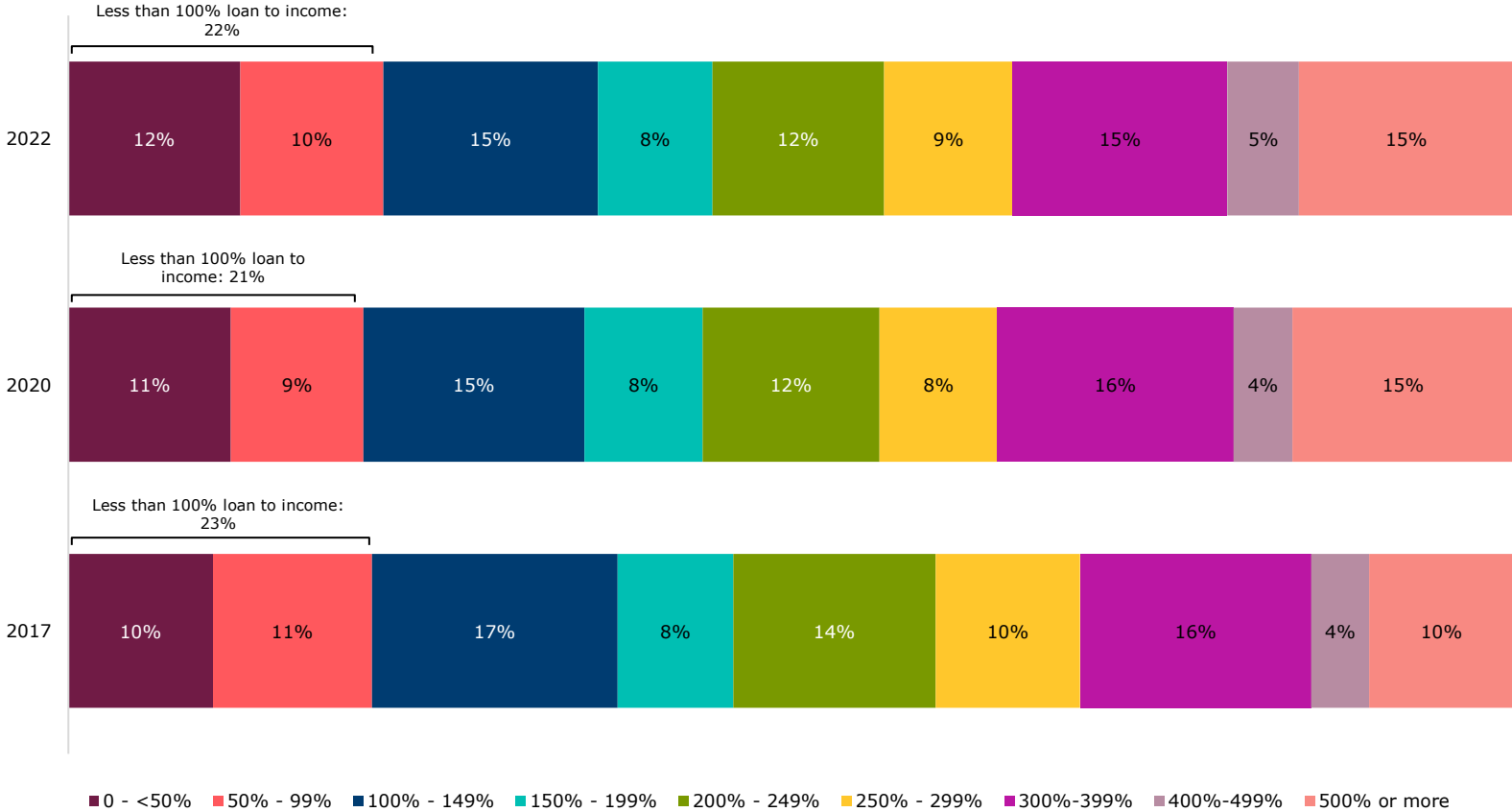


**Base:** All UK adults who have a residential mortgage on the property in which they live currently and know what type of mortgage they have (2022:3,131) excluding 'don't know' responses (2%)

**Question:** M22aM18sum (Rebased). Mortgage type by interest rate type

# Comparing 2020 and 2022, there were no changes in the breakdown of mortgage debt as a proportion of annual household income

Mortgage debt as a proportion of household income (2017/2020/2022)

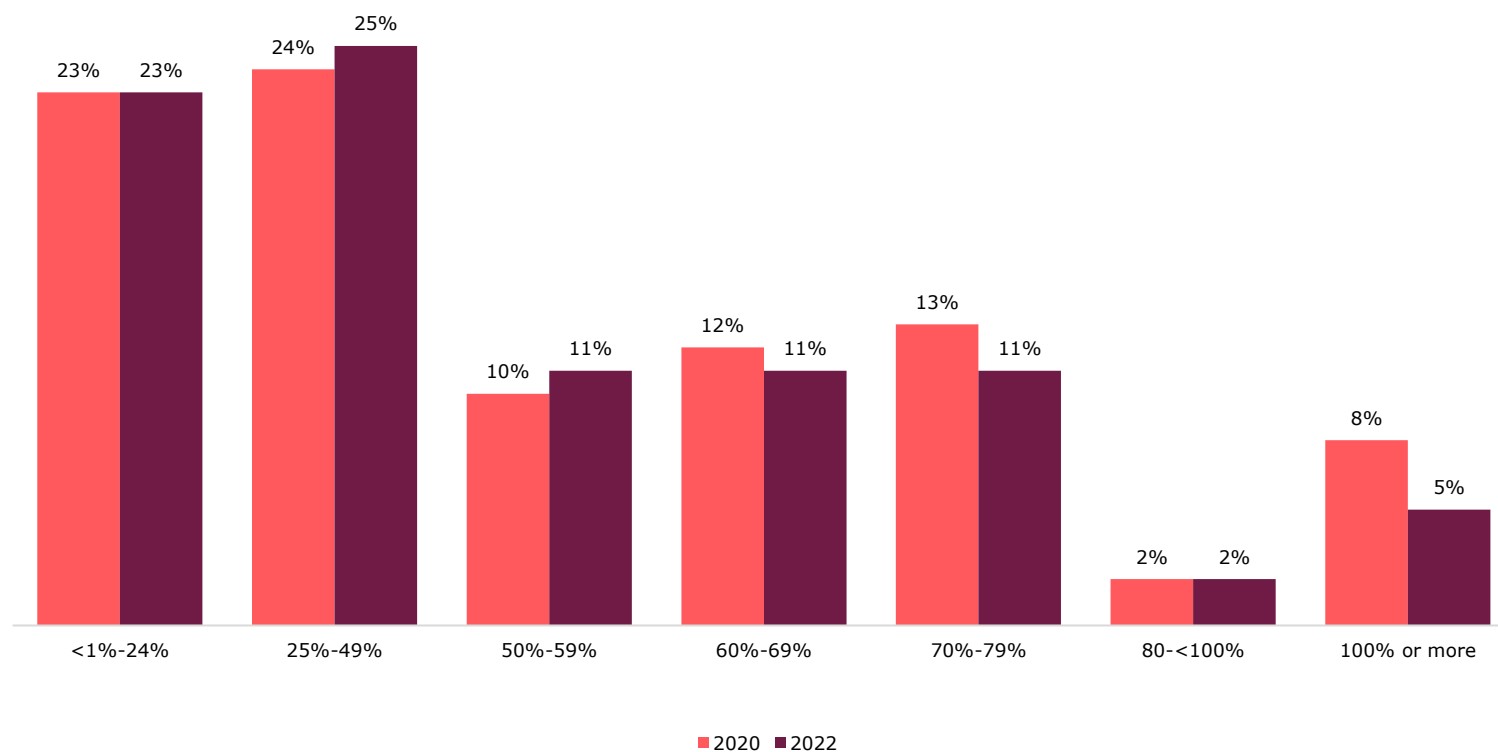


**Base:** All UK adults with a residential or lifetime mortgage on a property they currently live in, or with a mortgage and they don't know which kind (2017:4,182/ 2020:5,513/ 2022:6,034) excluding 'don't know' and 'prefer not to say' responses (18%/18%/19%)

**Question:** B5a/D38 (Rebased). Mortgage debt as a proportion of Household income (LTI)

# Comparing 2020 and 2022, the proportion of mortgage holders with an outstanding loan to value of the property of less than 50% increased by 2 percentage points from 46% to 48%

Outstanding mortgage debt to current value of the property, for residential or lifetime mortgages (2020/2022)



**Base:** All UK adults with a residential or lifetime mortgage on a property they currently live in (2020:5,513/ 2022:6,034)

**Question:** B5a/B4sum1 - Loan to value (LTV) CAVEAT

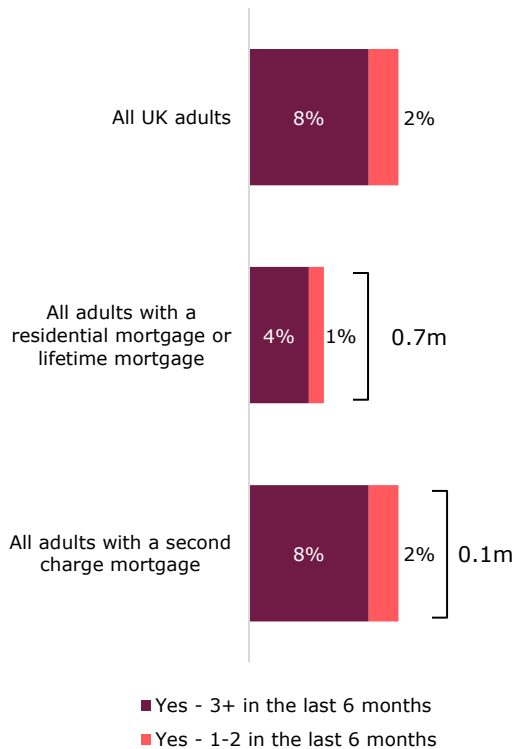


# 5. Accessing support

- Proportion of mortgage holders who have fallen behind on or missed any payments for credit commitments or domestic bills
- Levels of use of support across a variety of demographic segments and reasons for not seeking support

# In 2022, 5% of mortgage holders had missed paying a bill or credit commitment in one or more of the previous six months – but only 1% had missed a mortgage repayment. For mortgage holders who had missed paying a bill or credit commitment in this period, far more missed a credit/store card or utility bill than missed a mortgage repayment

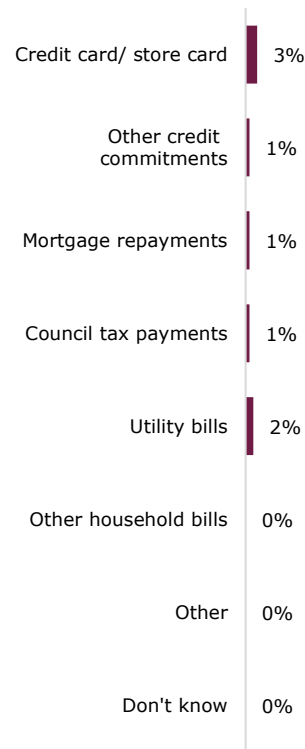
**Percentage who have fallen behind on or missed, any payments for credit commitments or domestic bills for any one month or more in the last 6 months (2022)**



**Base:** All UK adults (2022:19,145)/ All UK adults with a residential mortgage or lifetime mortgage (2022: 6,034)/ All UK adults with a second charge mortgage (2022:345)

**Question:** POSum1. Product holding summary CAVEAT / K2/ K2asum. Fallen behind on, or missed, any payments for credit commitments or domestic bills for any one month or more in the last 6 months

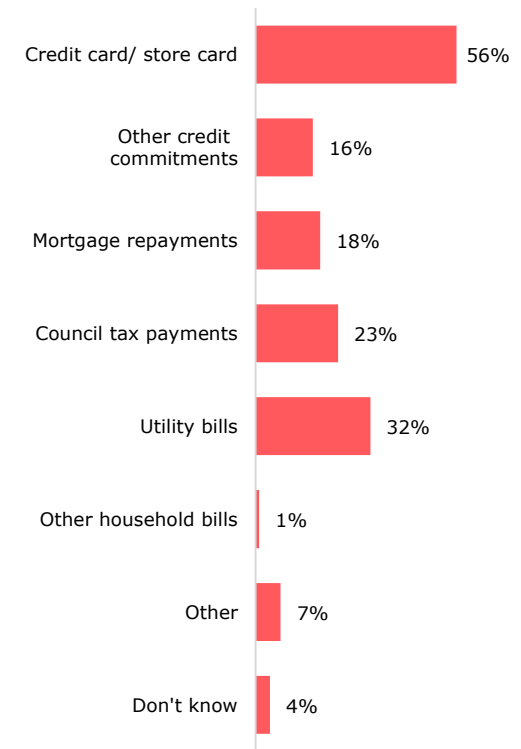
**Types of credit commitment and domestic bills missed or fallen behind on in the last 6 months for all adults with a residential or lifetime mortgage (2022)**



**Base:** All UK adults with a residential mortgage or lifetime mortgage (2022: 6,078)

**Question:** K33. Which credit commitments and/or domestic bills have you missed, or fallen behind on, in the last 6 months?

**Types of credit commitment and domestic bills adults with a residential or lifetime mortgage have missed or fallen behind on in the last 6 months (2022)**

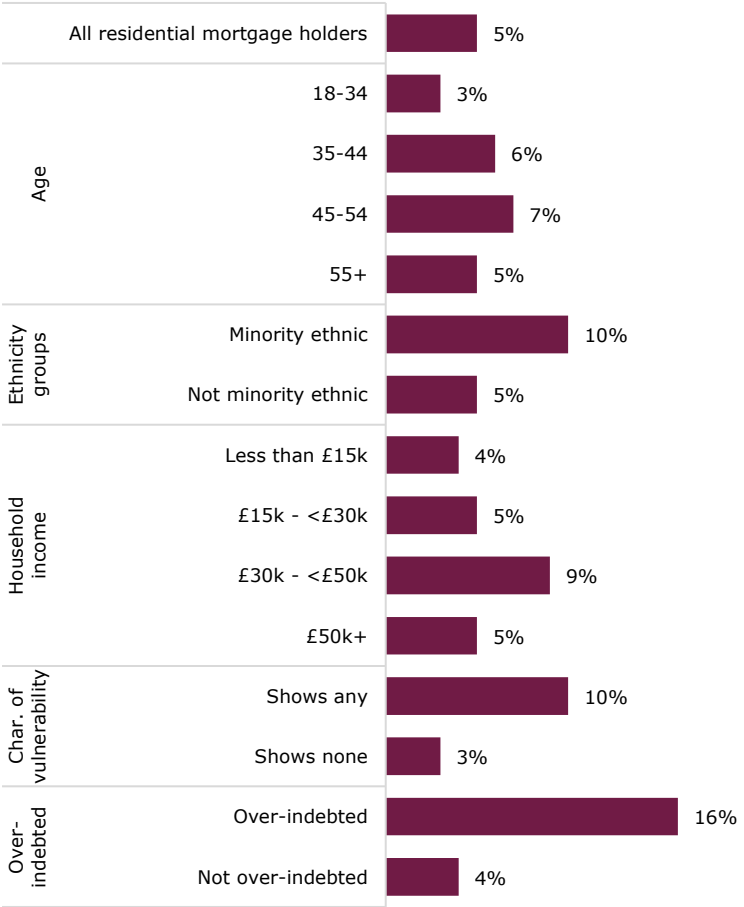


**Base:** All UK adults with a residential mortgage or lifetime mortgage who have fallen behind on, or missed, any payments for credit commitments or domestic bills for any one month or more in the last 6 months (2022:250)

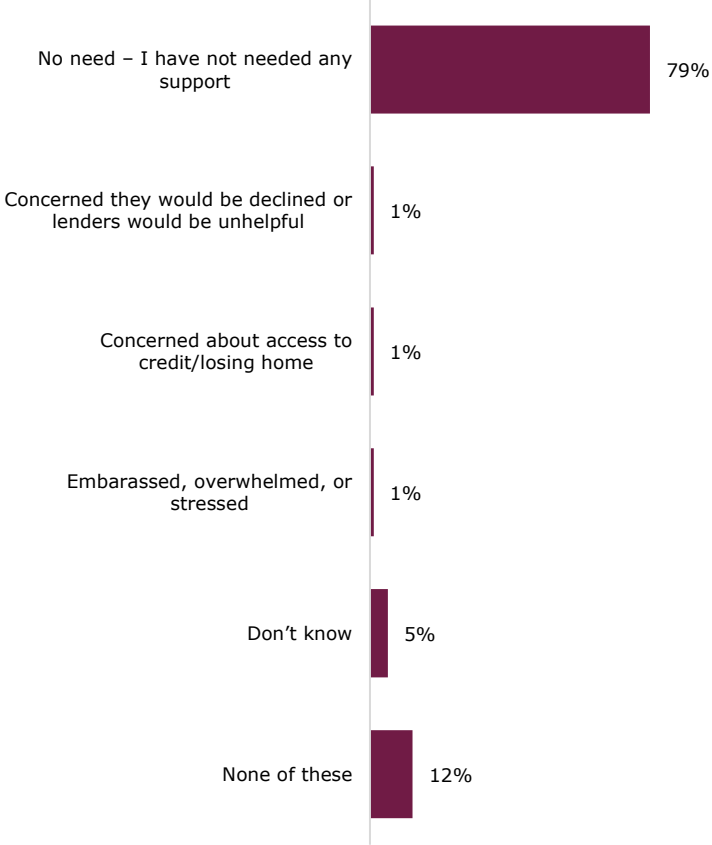
**Question:** K33. Which credit commitments and/or domestic bills have you missed, or fallen behind on, in the last 6 months?

# In 2022, 5% of residential mortgage holders used any type of mortgage support, such as a payment deferral or tailored support, rising to 10% among minority ethnic adults – among those who had not sought support, eight in ten reported they had no need to

**Use of any support with repayments in the past two years by socio-demographics (2022)**



**Reasons for not using any support (2022)**



**Base:** All UK adults who have a residential mortgage on the property in which they live currently (2022:3,350)

**Question:** M117. Thinking about the last two years, have you arranged any support to help with repayments for your mortgage?

**Base:** All UK adults who have a residential mortgage on the property in which they live currently and have not arranged a payment deferral or other tailored support in the last 2 years (2022:3,177)

**Question:** M120. Why have you not arranged a payment deferral or other tailored support from your mortgage lender(s) in the last 2 years?

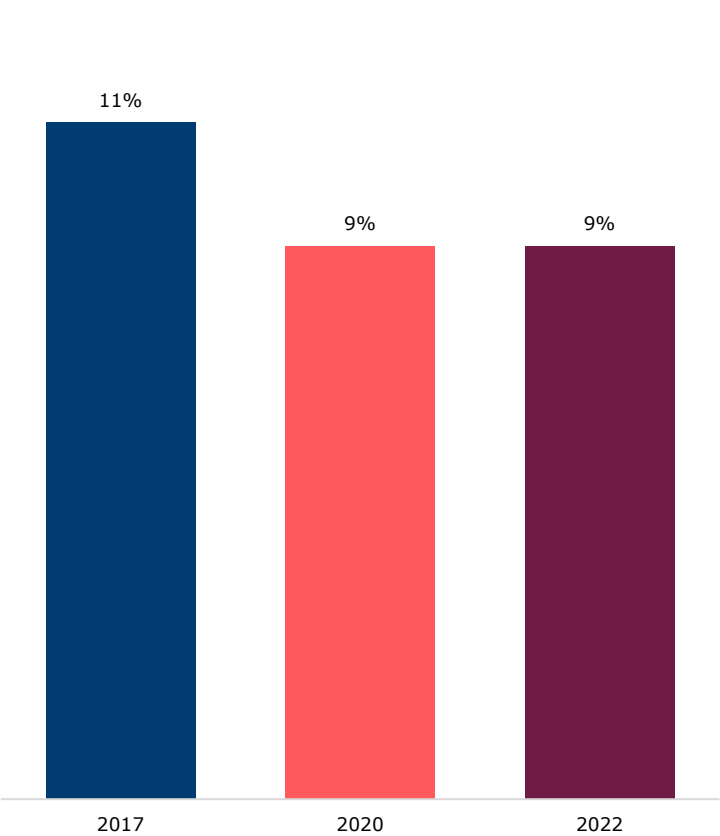
# 6. Problems and complaints

- Proportion of adults with a mortgage who experienced a problem with their mortgage or with any advice they received about it in the previous 12 months
- Impacts of the problem experienced
- Levels of complaints and reasons for not complaining

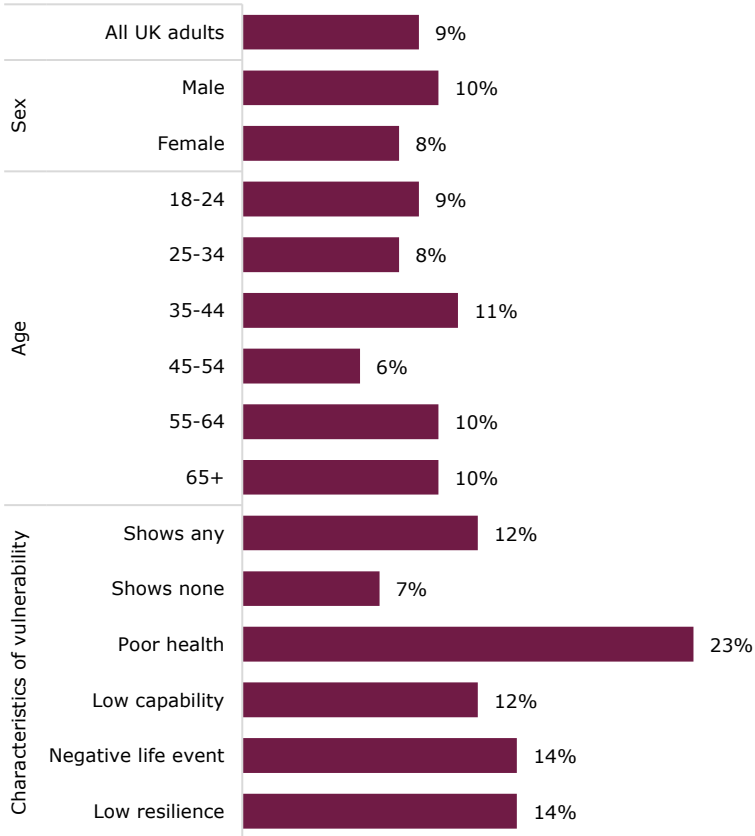
# 9% of residential mortgage holders experienced a problem with their mortgage or with their mortgage advice in the 12 months to May 2022 – this figure stood at 23% for those in poor health

Proportion of adults with a residential mortgage who experienced a problem with their mortgage or any advice they received about it in the last 12 months

By year (2017/2020/2022)



By sex, age and characteristics of vulnerability (2022)

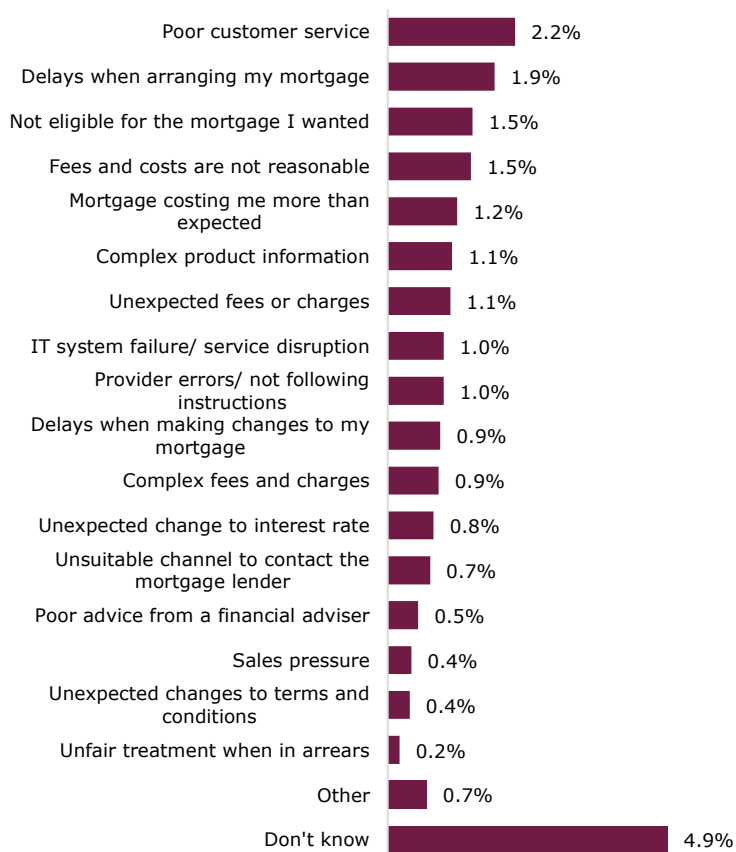


**Base:** All UK adults who have a residential mortgage on the property in which they live currently (2017:1,255 / 2022:2,662/ 2022:3,350)

**Question:** M90. In the last 12 months have you experienced any of the following with your mortgage or with any advice in relation to this?

# Delays when arranging a mortgage and customer service issues were the main problems experienced by residential mortgage holders in the 12 months to May 2022 – 9% of those who experienced a problem had problems paying bills as a result

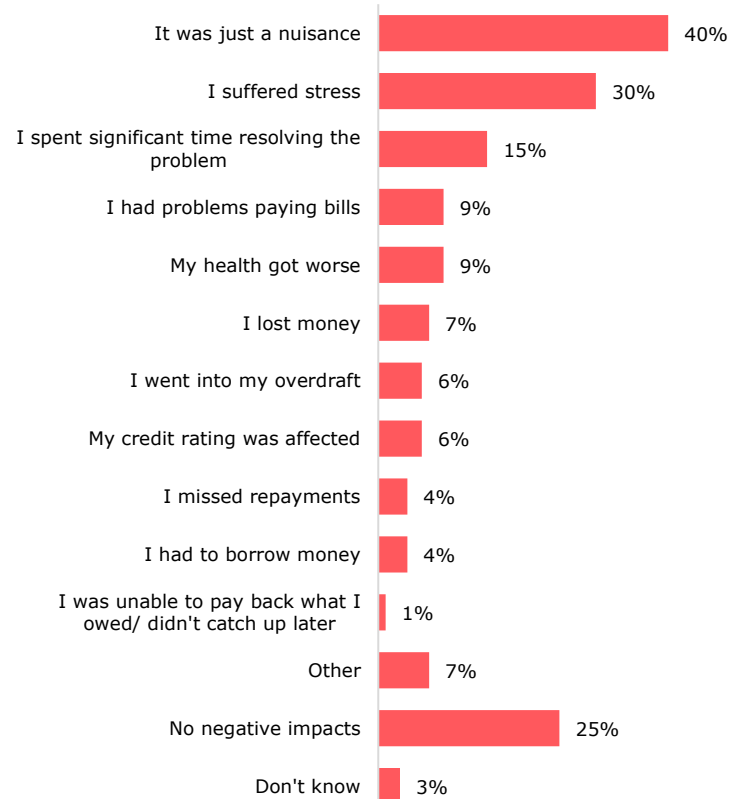
**Proportion of residential mortgage holders who experienced a problem in the last 12 months by type of problem experienced (2022)**



**Base:** All UK adults who have a residential mortgage on the property in which they live currently (2022:3,350)

**Question:** M90. In the last 12 months have you experienced any of the following with your mortgage or with any advice in relation to this? CAVEAT

**Impact of (the most serious) problem experienced in the last 12 months by residential mortgage holders (2022)**

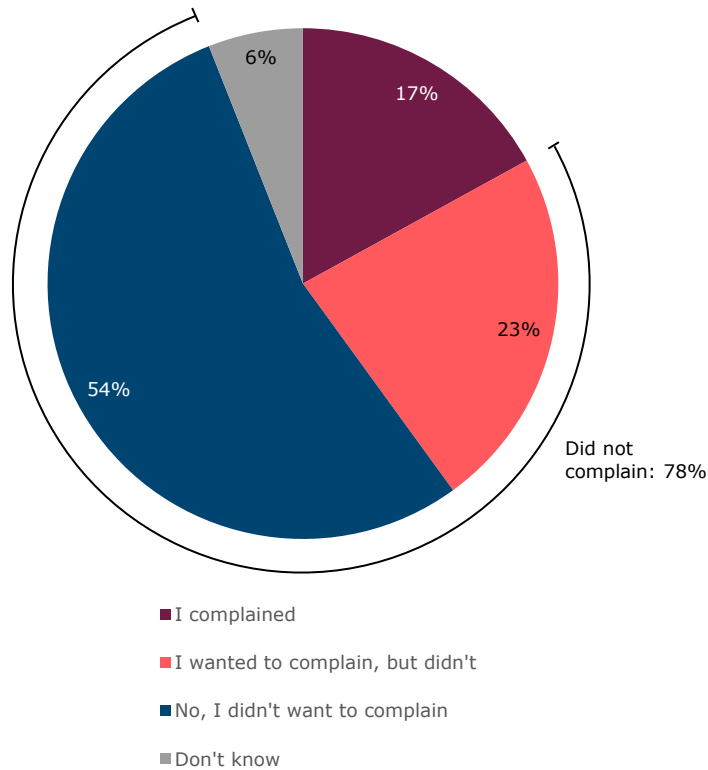


**Base:** All UK adults who have a residential mortgage on the property in which they live currently and experienced a problem in last 12 months (2022:114)

**Question:** M91A. As a result of the (most serious) problem (with your mortgage or advice related to it), did any of the following happen? CAVEAT

# Over three-quarters of those who experienced a problem with their residential mortgage or with their mortgage advice in the 12 months to May 2022 did not complain about it – mainly because they didn't believe the provider would do anything about it

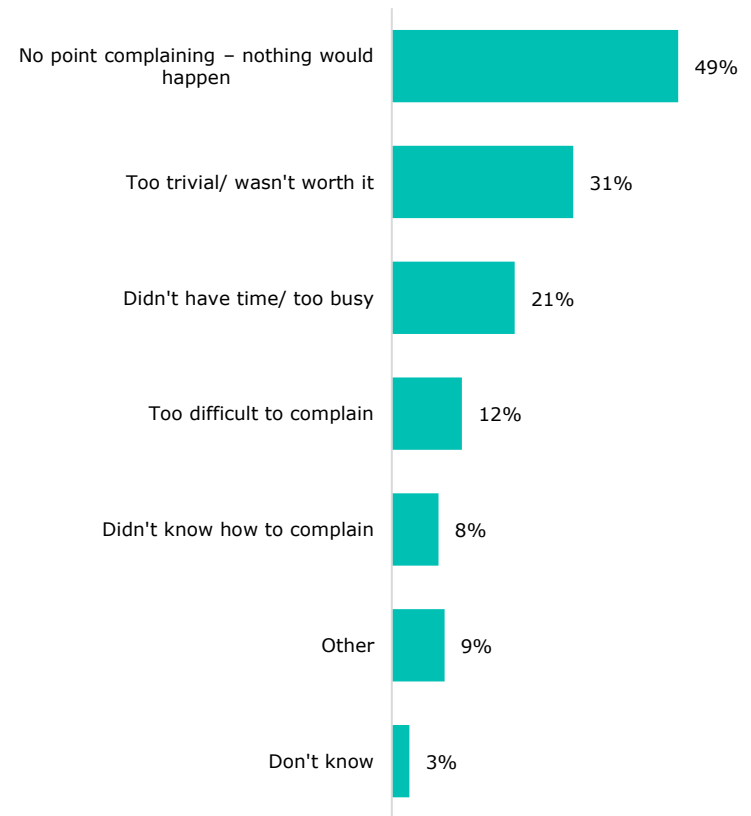
**Whether or not those who experienced a problem with their residential mortgage in the last 12 months have complained about it (2022)**



**Base:** All UK adults who have a residential mortgage on the property in which they live currently and experienced a problem in last 12 months (2022:270)

**Question:** M92. Did you complain about this?

**Reasons why those who experienced a problem with their residential mortgage in the last 12 months decided not to complain about it (2022)**



**Base:** All UK adults who have a residential mortgage on the property on which they live and experienced a problem in last 12 months, and wanted to complain but didn't, or didn't want to complain (2022:206)

**Question:** M96. Why didn't you complain?

# 7. Abbreviations and glossary

- Abbreviations
- Glossary





# Abbreviations

Term	Definition
IO	Interest-only (mortgage)
LTI	Loan to income
LTV	Loan to value
pp	percentage point
SVR	Standard variable rate
UK	United Kingdom
vs.	versus

# Glossary

Term	Definition
Any credit or loan	Hold any type of credit or loan, regardless of whether it is FCA-regulated or not
Capped rate mortgage	Defined for survey respondents as: 'This is a type of interest rate on a mortgage where the rate can vary but is capped so it can't go above a certain rate'
Discount mortgage	Defined for survey respondents as: 'This is a type of interest rate on a mortgage where the rate is a discount of the lender's standard variable rate but only for a certain length of time'
High-cost credit/loan	<p>Revolve a balance on a catalogue credit or shopping account, bought products with rent-to-own finance in the last 12 months, or have one or more of the following loan products now or in the last 12 months: pawnbroking loan, home-collected loan, payday loan (single payment), short-term instalment loan, or logbook loan.</p> <p>This grouping of products is used for reporting purposes. These products were not described to respondents as high-cost credit</p>
Lifetime mortgage	Defined for survey respondents as: 'This is a long-term loan secured on your property and is often known as equity release. The usual arrangement is that the loan is not typically repaid until death or moving into care.' Respondents are asked not to include home reversion plans
Loan to Income (LTI)	Mortgage debt as a proportion of household income
Loan to Value (LTV)	Mortgage debt as a proportion of the current value of the mortgaged property
Mortgage advice	Defined for survey respondents as: 'By 'advice' we mean advice on the features of a mortgage, eg whether or not to take a fixed rate.' Respondents are asked not to include any support they may have received to work out how much they could borrow
Mortgage broker	Defined for survey respondents as: 'A mortgage broker, which could be an individual or a company, arranges mortgages between borrowers and lenders. They are basically a financial adviser who specialises in mortgages'
Mortgage lender	A mortgage lender is a financial institution, eg a bank, that gives you a mortgage
Over-indebtedness/ over-indebted	<p>Terms adopted from the Money and Pensions Service (MaPS) to describe having one or both of the following characteristics: Keeping up with domestic bills and credit commitments is a heavy burden</p> <p>Have fallen behind on, or missed, any payments for credit commitments or domestic bills in any three or more of the last six months. The three months do not need to be consecutive months</p>

# Glossary

Term	Definition
Payment deferral	Defined for survey respondents as: 'A payment deferral is where your lender or finance company agrees to reduce or pause your payments for a limited time, if you can't pay'
Residential mortgage	Defined for survey respondents as: 'The main (first charge) mortgage on a property you occupy. You repay it over time (repayment mortgage), or at a specific point in the future (interest-only mortgage) or in a combination of these repayment methods ('part-and-part')'. Respondents are asked not to include buy-to-let mortgages, second charge mortgages or lifetime mortgages. For the purposes of reporting, we assume that those who hold a mortgage on the property in which they currently live but do not know which kind have a residential first charge mortgage
Second charge mortgage	Defined for survey respondents as: 'A 'second charge mortgage' is where you already have a residential (first charge) mortgage, and you use the equity you have in your home as security against another loan, typically from a different lender. It means you will essentially have two (or more) mortgages on your home. This does not include further or additional advances, where you have increased the amount of your first charge mortgage, or where your first charge mortgage is split into sub-accounts'
Standard variable rate	Defined for survey respondents as: 'This is a type of interest rate on a mortgage where the lender can change the interest rate. The standard variable rate is the rate that most borrowers end up on after their fixed or introductory discounted or tracker period ends'
Tailored support	Defined for survey respondents as: 'Tailored support is other short or long-term support (other than a payment deferral) provided by a lender that is tailored to a borrower's specific circumstances. It helps consumers bridge a crisis to get back to a more stable financial position'
Tracker mortgage	Defined for survey respondents as: 'This is a type of interest rate on a mortgage where the interest rate moves in line with another interest rate, eg Bank of England base rate'
Variable rate	A variable rate is an interest rate which can go up and down. In the Financial Lives survey, we include the following variable rate mortgage types: standard variable rate, discounted, tracker, and capped

# 8. Your feedback please

We welcome your feedback on this deck of slides

Please email us at [financiallivessurvey@fca.org.uk](mailto:financiallivessurvey@fca.org.uk), ideally including:

- “Feedback on the FLS Mortgages deck” as the title of your email
- Your organisation and your role
- How useful you have found these findings – how they have helped you/ how you have used them
- Any suggestions for improving the content of this slide deck
- Whether you have also looked at our FLS 2022 main report and data tables – and what you think of them
- Your brief suggestions for improving how we make FLS results accessible to users like you
- Whether you would be willing to take part in a short survey about FLS
- Any other feedback you may have



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