

Percentage of Mortgage Loans Abandoned by Borrower

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Percentage of Mortgage Loans Abandoned by Borrower

Definition & Measurement Details



What is Percentage of Mortgage Loans Abandoned by Borrower?

The number of submitted mortgage applications approved by the lender, but is either not accepted or withdrawn by the potential borrower, divided by the total number of mortgage loan applications approved over the same period of time, as a percentage.

Why should this KPI be measured?

Percentage of Mortgage Loans Abandoned by Borrower measures the number of submitted mortgage applications approved by the lender, but is either not accepted or withdrawn by the potential borrower, in relation

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of submitted mortgage applications approved by the lender, but is either not accepted or withdrawn by the potential borrower, in relation (2) the total number of

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Benchmarks & Characteristics of High Performers



Percentage of Mortgage Loans Abandoned by Borrower

(Number of Mortgage Applications that are Abandoned by the Borrower / Number of Mortgage Loan Applications Submitted) * 100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.

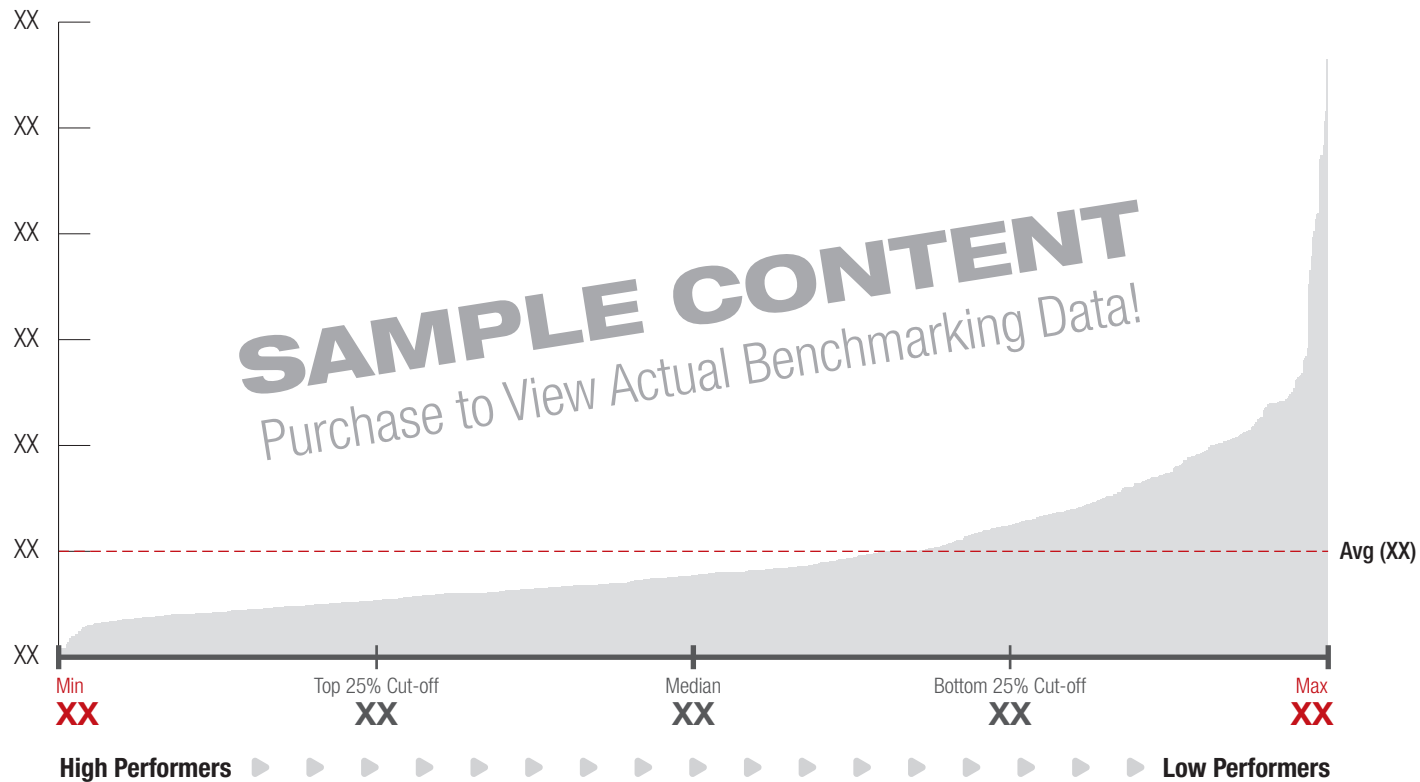
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Benchmarks & "Long Tail" Analysis



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How to read this chart: This chart plots all values within the observed population for this KPI. This chart can be useful in analyzing the upper and lower boundaries (i.e., minimum/maximum values) and the amount of the population that falls above/below the average for the KPI, among other things.

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