



2021 Digital Lending Trends

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The COVID-19 pandemic posed countless challenges for digital lenders but also created numerous opportunities for nimble organizations that were able to quickly deploy digital capabilities to support remote work and historic demand for mortgage refinancing and loss mitigation.

In 2021, lenders must continue to remain agile and adapt their digital offerings to meet the needs of an evolving loan market and to respond to new competitive challenges. This report provides an overview of three trends that will be crucial for lenders to address or to start addressing in the coming year, along with the strategies and decisions lenders must consider to effectively respond to, or even get ahead of, these developments.

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