

LENNAR[®]
MORTGAGE

2023 Social Responsibility Report



A Letter from Our President

Homeownership has always been a vital part of the American dream. For many, building a stable and bright future begins with signing those closing documents.

We are proud to pursue our mission – Creating the World’s Simplest Path to Homeownership – knowing that we’re making dreams a reality.

At Lennar Mortgage, we are honored by every Customer who trusts us to finance their Lennar home. In 2023 alone, we celebrated just over 47,000 closings with our Customers.

We are committed to fair lending, with a focus on matching Customers with the program that suits their needs.

Our Loan Officers are expected to guide Customers through all their options, including Down Payment Assistance programs, First-Time Homebuyer Programs and even our own credit education program, HomeBuyer Solutions Group.

Internally, we prioritize diversity, inclusion and growth for all of our Associates.

We celebrate Associates from all backgrounds for what they bring to our organization. At Lennar Mortgage, we’re proud to say that “Everyone’s Included” – a mantra we share with our homebuilding partner.

We pride ourselves on providing a space where every voice can be heard and every Associate can thrive. By listening to and investing in our Associates, we’re creating industry professionals that will lead us in the years to come.

Finally, we will never forget to give back to the communities that make our work possible.

Together, we donated over \$100,000 to the MBA Opens Doors Foundation, a grant program that pays families’ housing costs during crisis. We also participate in the Dolphins Challenge Cancer donor drive as part of the Lennar Foundation and encourage our Associates to volunteer within their communities.

Working hand-in-hand with our homebuilding partner, we have embraced

our core values of Quality, Value and Integrity while working to make homeownership accessible in a challenging market.

We are helping Customers secure their dream homes, creating the next generation of industry leaders and doing it all with a focus on how we can give back. I’m proud to say that Lennar Mortgage is focused on leaving a positive impact and creating a bright future for all.



Laura Escobar

President,
Lennar Mortgage

About Lennar Mortgage

In the early 1980s, Lennar expanded its mortgage business through its subsidiary, then called the Universal American Mortgage Company (UAMC).

Over 40 years and a few organizational changes later, Lennar Mortgage is still proudly serving Lennar's Customers with the same commitment to Quality, Value and Integrity.

As a proud member of the Lennar family of companies, we are creating the world's simplest path to homeownership hand-in-hand with one of America's largest homebuilders.

47,000+
Homes Financed in FY 2023

\$17 Billion+
in Loan Volume in FY 2023

Licensed In
31 States

1,300+
Associates Coast-to-Coast

[Learn More: Lennar 2023 Social Responsibility Report](#)





Equality

The dream of homeownership is universal. We are committed to providing the best guidance, care and opportunities possible to every Customer, no matter their background.

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Our Commitment to Equal Lending



We believe in doing the right thing for the right reason.

That absolutely includes providing equal lending opportunities to every applicant.

We're proud to serve Customers from all backgrounds with the same commitment to Quality, Value and Integrity.

At Lennar Mortgage, every Customer is evaluated on the basis of their creditworthiness and the specifications of their chosen loan program.

All of our Associates complete ongoing trainings related to the Fair Housing Act, Equal Credit Opportunity Act and other lending laws that protect our Customers.

We also strive to represent a diverse selection of Customers in our marketing, giving representation to everyone who may consider buying a Lennar home.

Product Offerings & Assistance Programs

To make homeownership more accessible for Lennar Customers, we provide a variety of programs to help our Customers qualify for financing that fits their needs.

Lennar Mortgage “Advantage” Down Payment Assistance

In 2023, we introduced a new Down Payment Assistance (DPA) program that allows qualified Customers to buy a home with 0% down.

This program aims to lower one of the most common hurdles for homebuyers – saving for a down payment – by pairing a fixed-rate FHA first loan with 3.5% DPA in the form of an amortizing second loan.

HomeBuyer Solutions Group (HBSG)

We offer a complimentary credit education service, HomeBuyer Solutions Group, to those Customers whose credit profile may be holding them back from qualifying for a mortgage.

In FY 2023, 2,656 Customers graduated from our HBSG program. Of those, 1,860 (about 70%) celebrated closings with Lennar Mortgage!

Individual Guidance for Assistance Programs

Many First-Time Homebuyer and Down Payment Assistance programs vary based on location, loan program and other specific criteria.

With specific knowledge of the local market, our Loan Officers act as a resource for Customers navigating their options.

Product Offerings

In addition to Conventional and Jumbo loans, we offer three loan programs with more flexible qualifying criteria for our Customers.

Each and every Customer has the opportunity to hear about and compare their options to find the best loan program for their individual needs.

FHA: Attractive to first-time homebuyers, this program offers lower down payment options and flexible underwriting guidelines.

USDA: Offering low or no down payment options, USDA loans are available in defined rural and suburban areas to Customers below an income limit.

VA: One of the most flexible mortgages available, VA loans are reserved for giving back to those who have served our country and their surviving spouses.



Accredited Social Impact Lender (ASIL) Certification

In 2023, the National Association of Minority Mortgage Bankers of America (NAMMBA) recognized Lennar Mortgage as an Accredited Social Impact Lender (ASIL).

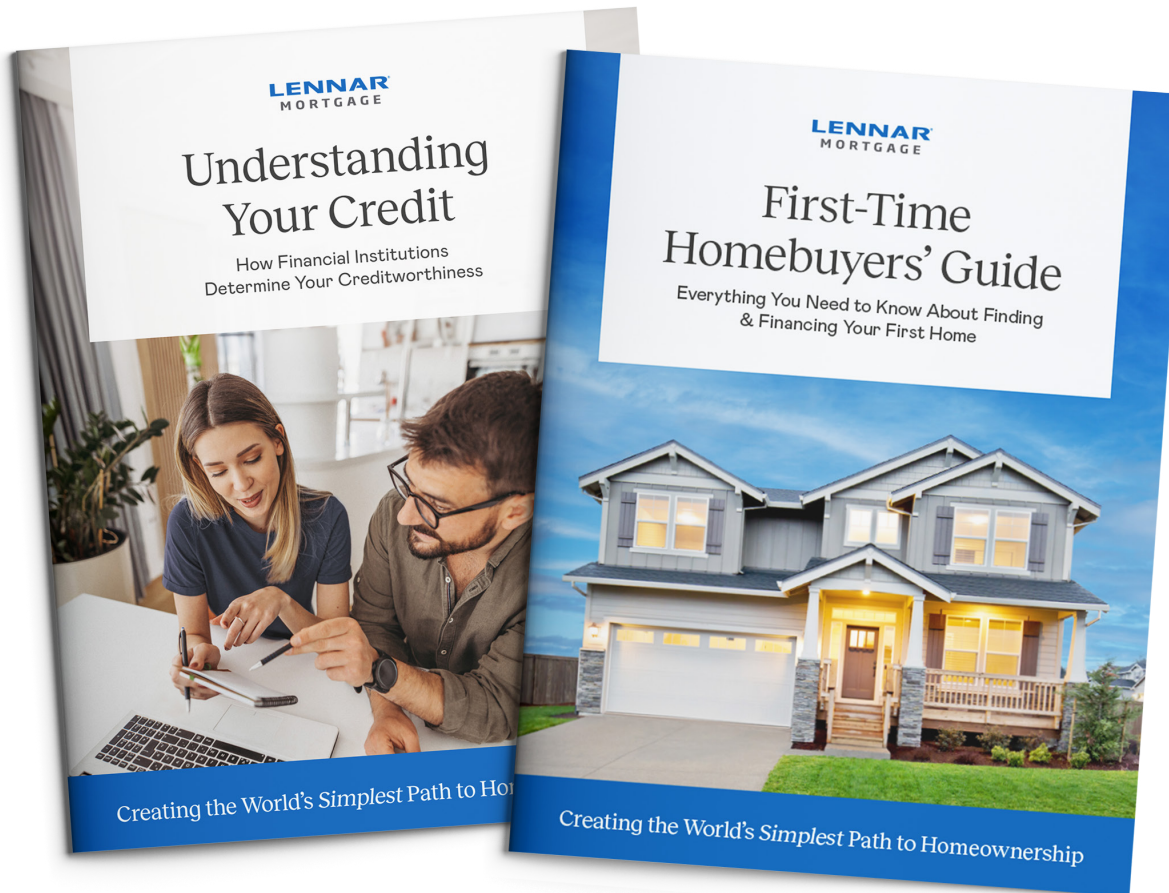
This certification recognizes our organization as being in the top 5% of mortgage lenders in social impact and racial equity.

Before naming a lender as an ASIL, NAMMBA conducts a holistic review of an organization that takes into account everything from hiring practices to marketing.

After conducting the review, NAMMBA works with the lender over a 12-month period to enhance diversity, equity and inclusion.

We are proud to champion equal treatment and opportunity for both our Customers and Associates.





Education & Resources

In addition to providing one-on-one guidance to our Customers, we promote financial literacy for all with free resources.

Our First-Time Homebuyers' Guide and Understanding Your Credit cover important topics related to the mortgage process. These PDFs are free for anyone to view or download on our website.

We also use our social media, online blog, flyers and email marketing to help our audience understand their options and make informed decisions.

[View Our Resources](#)

Compliance & Governance

We take great pride in our environment of continuous training, internal audits and high standards for accountability.

Associate Training: Every Lennar Mortgage Associate is required to undergo extensive training topics related to housing laws, fair treatment and internal policies. Each quarter, we choose a few topics to refresh our Associates on, including the following:

- Fair Lending
- TRID
- RESPA
- TILA
- HMDA
- ECOA
- FCRA
- GBLA
- AIR
- Servicing Compliance
- Fraud Prevention
- Anti-Money Laundering
- Licensing
- Conflicts of Interest
- Internal HR Policies

Internal Audits: Lennar conducts internal audits covering our financial, accounting and IT functions, supplemented by our own Internal Audit department.

Our independent IA department evaluates all other departments and ensures compliance with all loan manufacturing policies, procedures and regulations, ultimately reporting to the Audit Committee of Lennar's Board of Directors.

Monitoring Systems: All pipeline data is automatically, continuously evaluated through an extensive compliance monitoring system, which analyzes dozens of important fields, calculations and rules.

Reporting, Feedback and Correction: Our Action Planning and Compliance Monitoring Committees take feedback from our Quality Control, Credit Risk, Underwriting, Operations, IT and Post Closing departments to identify quality and compliance trends. Detailed action plans are created and tracked.

Our Anti-Money Laundering (AML) area performs reviews of all suspicious activity and fraud reports independent of our Underwriting, Credit Risk and Quality Control departments' separate reviews.

All Associates are given the ability to report fraud, conflicts, HR issues, suspicious activity, complaints and more through dedicated communication channels or anonymously if desired.





Culture

Our Associates are the driving force behind our success. It's our goal to create an environment where they can do their best work. That means celebrating our diverse talents, nurturing their growth and always maintaining an environment that welcomes every individual.

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Everyone's Included

In collaboration with Lennar, we strive to be an organization where “Everyone’s Included”.

We believe that everyone benefits from an environment where each person can show up as their authentic self.

Our approach to Diversity, Equity and Inclusion (DEI) is important at every level – from the systems we establish to the everyday conversations between Associates.

In this environment, Associates feel valued and listened to for their unique perspective and we get to attract and develop the best possible talent.

As we champion DEI in our organization, our Associates continue to push us forward as an innovator in our industry.

The wealth of experiences, backgrounds and ideas our Associates bring to the table are essential to how we do business.

Everyone's Included Day

In addition to other paid time off, we offer all Associates a flexible paid holiday called Everyone’s Included Day.

Associates are encouraged to use this day to engage in something of personal significance to them. This might include religious or culture observances, civic activities (including volunteering) and events related to Diversity and Inclusion.

Women in Leadership

In 2023, over 57% of people leaders within our organization were women. Half of our Executive Leadership Team were women.

When recruiting, developing and promoting our Associates, merit, accomplishments and growth potential are considered above all. We are committed to the equal treatment of Associates regardless of gender and we are inspired every day by the amazing women in our leadership teams.

Involvement in DEI Groups

We also encourage our Associates to engage with professional associations that promote DEI throughout our industry. In 2023, we sponsored organizations and events including NAMMBA, NAHREP, Women of Tomorrow and United Way’s Women United.



Focusing on Wellness



Health and wellness is something our organization prioritizes. A focus on wellness improves the lives of our Associates and helps them bring their best selves to work every day.

To do our part in supporting Associates in their wellness goals, we continue to offer competitive health benefits, bring visibility to the programs available to them and find fun ways to promote daily acts of self care.

Well-Being Max Program

Our Well-Being Max Program through ShareCare incentivizes making healthy choices on a daily basis. Associates can choose to participate in challenges and activities to earn rewards including gift cards, fitness equipment and more.

Wellness Classes

Every month in 2023, we hosted virtual wellness classes for our Associates to tune into from wherever they work. These focused on topics that promote both physical and mental wellness, including yoga sessions, mental health discussions and meditations.

Sharing Health Insights at Work

Every week, our Associates receive an email with health and well-being insights from Lennar's Chief Medical Officer that break down ways they can take charge of their wellness. By focusing on one topic each week, we're educating our Associates, improving benefit usage and keeping health and wellness top of mind.



Continuous Improvement

We uphold a mantra of continuous improvement in everything we do. That means investing in our Associates, identifying the next generation of talent and driving both our organization and our industry forward. On top of encouraging professional development and growth for our seasoned Associates, we take pride in providing opportunities for those entering the mortgage industry.



Mortgage Banking Bound Certificate

We've collaborated with Barry University and the Mortgage Bankers Association to create a first-of-its-kind program for professionals looking to get started in our industry.

The Mortgage Banking Bound Certificate Program on Real Estate Finance is a practical, comprehensive introduction to the field of mortgage banking.

In addition to helping establish the program, several Lennar Mortgage Associates have participated as both teachers and students.



NextGen

This program promotes cross-departmental relationships within our organization and introduces new talent to an industry filled with nuance.

Associates in the NextGen program are exposed to professionals in all areas of our organization and given opportunities to collaborate with their peers and program alumni.



Internships

Another way we develop the next generation of talent in our industry is through summer internships.

We strive to give our interns a solid foundation of industry knowledge. Several young professionals have started as interns and stayed on as valuable Associates in various departments.



Community

Our responsibility goes beyond caring for our Customers and Associates. Through donating our time, uplifting those in need and making forward-thinking choices about how we do business, we are dedicated to leaving the communities where we work and live better than we found them.

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Our Environmental Impact

As Lennar pushes the envelope in building sustainable homes and communities, it's our responsibility to modernize the mortgage process alongside them.

Paperless Mortgages

Beginning in 2020, we introduced the option for remote closings with digital notaries. By combining available technologies, we've minimized paper waste with the option for a start-to-finish digital mortgage experience.

In 2023, we reduced paper waste equivalent to over approximately 130 trees.

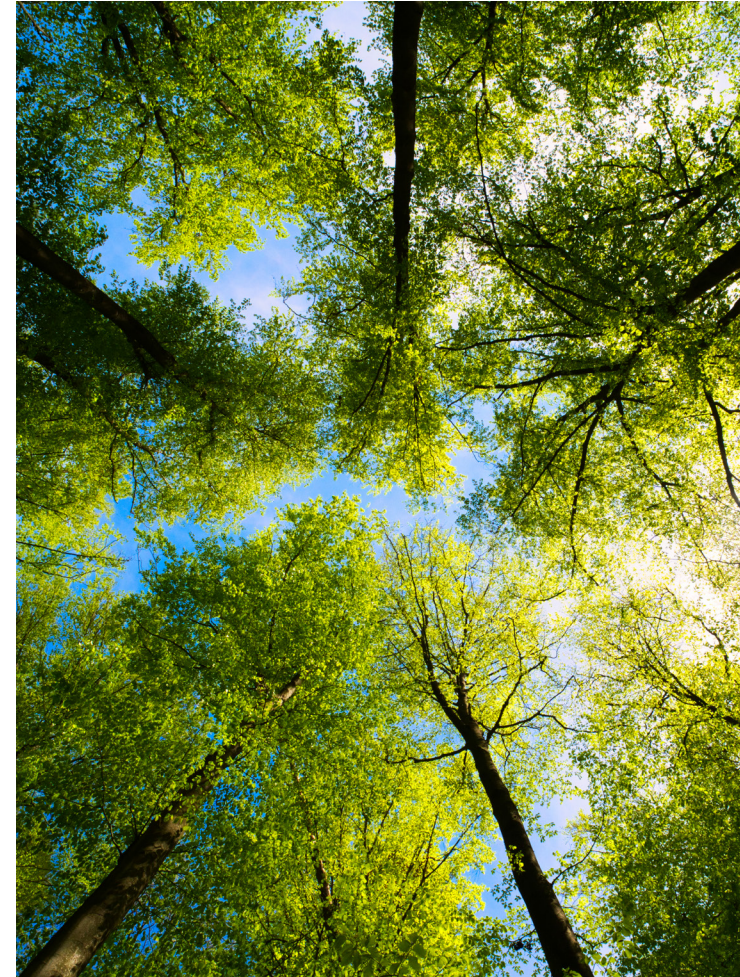
Hybrid Work

We've adapted to a hybrid world with less commutes for both Associates and Customers. Encouraging remote work and remote closings, when practical, has helped us limit carbon emissions required from daily travel.

We're continuing to evaluate the most efficient and accessible ways to do business.

Green Mortgage-Backed Security (MBS)

Fannie Mae and Freddie Mac both offer mortgage-backed securities on energy efficient homes. We've participated in this program, providing over 700 eligible loans for this new environmentally friendly form of investment in 2023.



Focused Acts of Caring

Our success is made possible by the communities we serve – and that means we’re always looking for ways to give back to them. Lennar’s approach – Focused Acts of Caring – takes into account what each community needs and when they need it. We answer the call to give back with both company-wide fundraising events and smaller acts of kindness in our individual communities.



MBA Opens Doors Foundation

Each year, our Associates team up and compete to raise funds for the MBA Opens Doors Foundation, a charity that provides rental and mortgage assistance to families with critically ill children.

Our fundraiser is themed around the Kentucky Derby, adding a fun and competitive element to donating to a heartwarming cause.

In 2023, our 10th annual fundraiser raised over \$100,000 total for the MBA Opens Doors Foundation.



Dolphins Challenge Cancer

Alongside our homebuilding partner, we support the Miami Dolphins Challenge Cancer (DCC), which hosts 5k runs, cycling races and other events.

100% of participant-raised funds go towards cancer research at the Sylvester Comprehensive Cancer Center. Associates are encouraged to get involved as either volunteers or participants in a challenge that combines wellness with giving back.



Donating Our Time and Resources

With branches around the country, we encourage our Associates to volunteer through organizations that serve their individual communities.

We recognize and encourage Associates to share opportunities to get together and give back.

In 2023, our Associates self-reported over 250 hours of volunteering and giving back to their communities. This included volunteering at soup kitchens, fulfilling holiday wish lists, gathering essentials for survivors of domestic abuse and more.