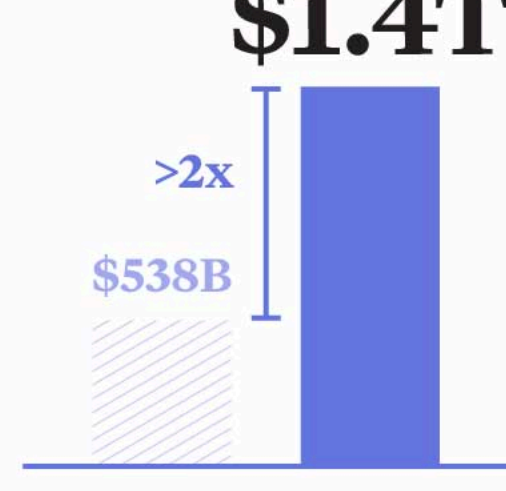


Helping lenders thrive in the face of 2020's challenges

2020 saw significant changes to daily life for millions, upending the way many industries were run. The pandemic saw mortgage processors inundated with applications and drove a dramatic increase in the use of digital channels for banking services. Throughout the year, we partnered with our customers to help them navigate these challenges.

Blend-powered lenders handled twice the volume with greater efficiency

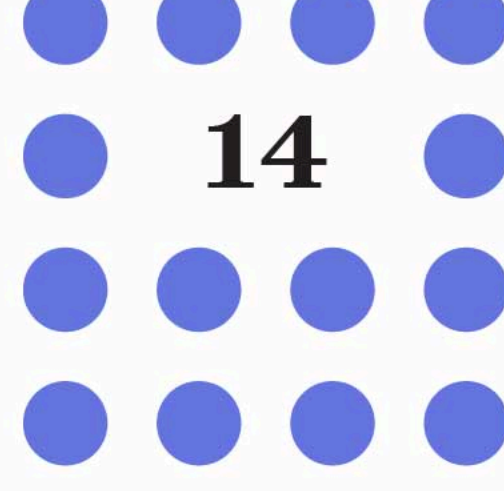
Faced with overwhelming volumes, lenders used Blend to increase operational efficiency and unlocked each team member's potential:



Blend helped financial institutions handle more than \$1 trillion in mortgage volume — more than double the \$538 billion in volume from last year. We also saw a single-day high of \$8.2 billion.



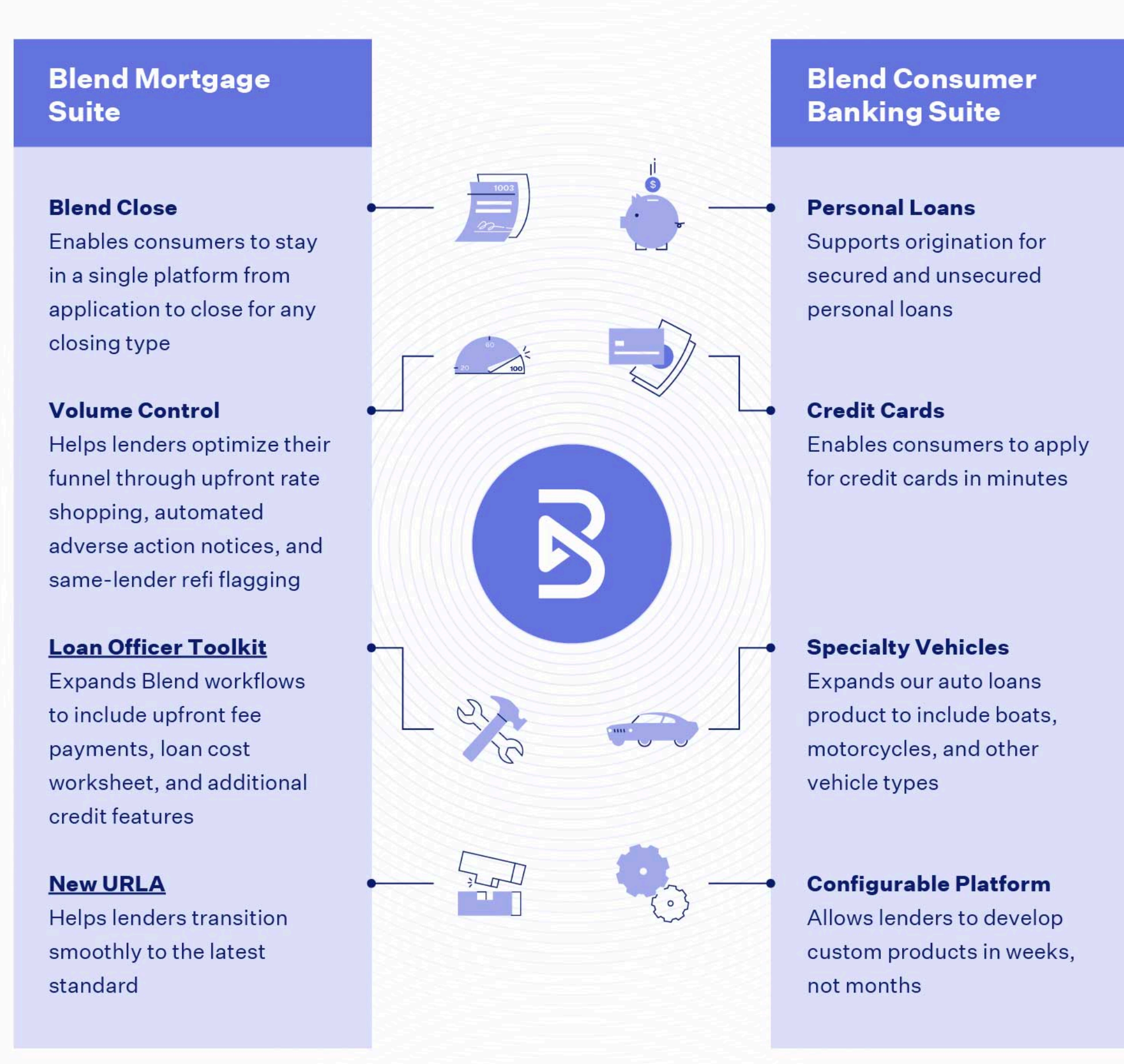
Over half of borrower activity occurred outside business hours. Blend made it easy to help borrowers on their time.



The average number of loans closed per loan officer per month for depository institutions that use Blend for at least 90% of their loan volume.

New innovations across our mortgage and consumer banking products helped our customers thrive in uncertain times

Together with our customers, we developed new products and features in 2020 that improved the consumer experience while meaningfully impacting the bottom line:



Lenders who took advantage of these new features saw impressive results.

100s

of hours per week saved due to Blend's auto-decisioning features

Navy Federal Credit Union was able to deal with unprecedented volume from the 2020 mortgage refi boom through the use of Blend's auto-decisioning features — reducing the number of loans that required manual review by 23%.

[Read the story](#)

2x

production output without increasing staff at Republic Bank

With Blend, the Republic Bank team has been able to double production, reduce turn times by 17%, and reduce underwriting touches by 16% — all without increasing staff levels.

[Read the story](#)

Blend-powered lenders helped improve the lives of nearly 2 million consumers

What we're most proud of is how our customers were able to use our products to help so many consumers gain access to vital financial resources in 2020:

1,000,000+

Consumers used Blend to get a mortgage or refinance.

718,000

People received support through M&T's PPP program — one that Blend delivered in just 72 hours.

When the coronavirus hit, many businesses were facing serious financial peril. Helping M&T develop a workflow to allow businesses to apply for PPP loans — and provide relief to their employees — was a big win this year. We delivered that workflow in just 72 hours.

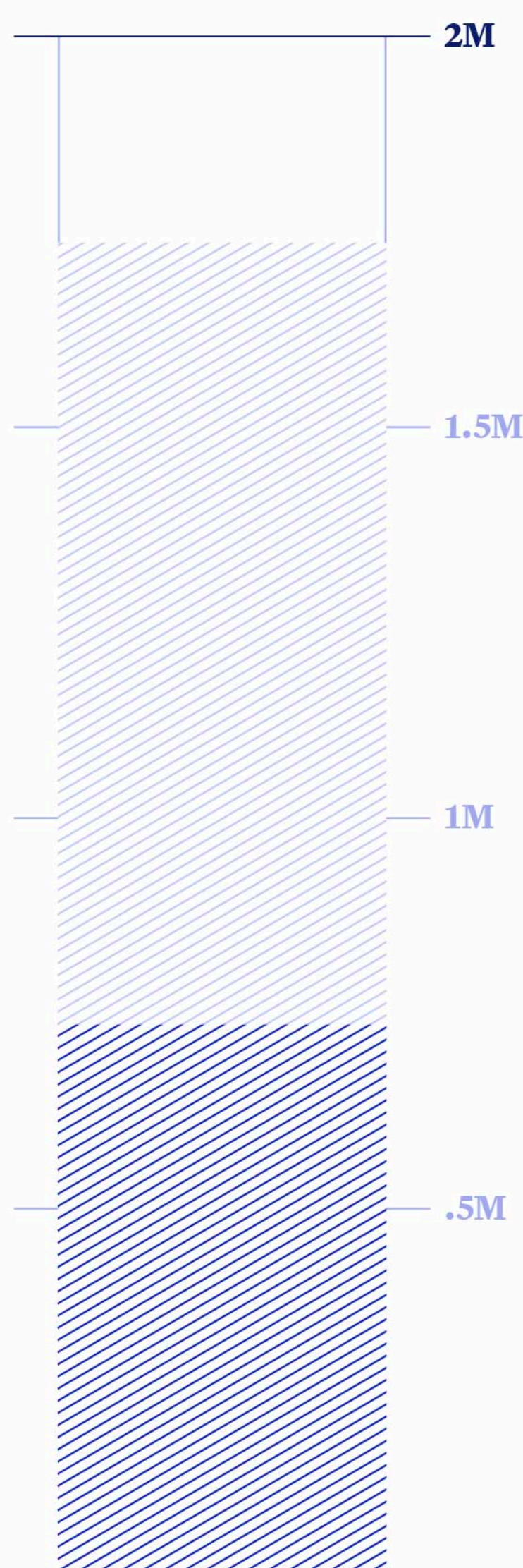
[Read the story](#)

18,000+

Borrowers received help through our digital, self-serve forbearance workflow.

Many faced tough decisions about their finances this year. As the effects of the pandemic wore on, Blend partnered with lenders to develop a better way of managing the high number of forbearances, building a self-serve workflow that helped more than 18,000 borrowers find a financial solution that worked for them.

[Read the story](#)



Expanding the Blend community

285+

Number of financial institutions that have partnered with Blend. Blend added over 70 new lenders to its family this year.

600+

Number of people at Blend helping to support our lenders.

70+

Number of customers using Blend Consumer Banking products.

70+

Number of customers deploying Blend Close.

The Blend community grew substantially in 2020 and now represents nearly 30% of all mortgage volume in the U.S. We're excited to welcome new members to our growing family including:

