



MORTGAGE  
PROFESSIONALS  
CANADA

# Income Verification

## Public Opinion Research Summary

August 2025

**pollara**  
40 years of strategic insights

# Methodology

**Field Window** July 21<sup>st</sup> to 30<sup>th</sup>, 2025

**Sampling** Online survey of 2,022 adult (18+) Canadians. Respondents were recruited from multiple research panels.

**Reliability\*** Online surveys cannot be assigned a margin of error. As a guideline, a probability sample of this size carries a margin of error of  $\pm 2.2\%$ , 19 times out of 20. The margin of error is larger for sub-segments.

**Weighting** Data has been weighted based on gender and age within regions, so as to be representative of adult Canadians.

**Research standards** Pollara Strategic Insights is a member of the Canadian Research Insights Council (CRIC), and this research was conducted in compliance with CRIC standards.

**Language** The survey was fielded in both French and English.

**Sponsor** This research was commissioned by Mortgage Professionals Canada (MPC) and the Mortgage and Title Insurance Industry Association of Canada (MTIAC).

REGION	Number of Interviews (unweighted)	Margin of error*
Atlantic Canada	135	$\pm 8.4\%$
Quebec	289	$\pm 5.8\%$
Ontario	1012	$\pm 3.1\%$
Manitoba/ Saskatchewan	138	$\pm 8.3\%$
Alberta	204	$\pm 6.9\%$
British Columbia	244	$\pm 6.3\%$
<b>Canada</b>	<b>2,022</b>	<b><math>\pm 2.2\%</math></b>



# 78%

of Canadians agree that mortgage fraud creates an unfair playing field for people who follow the rules when trying to buy a home

## Key Findings

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- There is a limited awareness of the mortgage process; only 18% of Canadians know that lenders currently lack the ability to verify the accuracy of income documents submitted during mortgage applications.
  - Even among prospective homebuyers planning to purchase within the next five years, only 18% are aware that verification is not possible.
- Mortgage fraud is viewed as a major issue (58% are *concerned*), perceived to create an unfair advantage for dishonest buyers (78% feel this is the case) and contribute to rising housing prices (64% feel this is the case).
  - Concern is greater among those planning to purchase in the next 5 years (65% concerned). Among these likely buyers, 81% believe mortgage fraud creates an unfair playing field for those who play by the rules and 68% believe it drives up the cost of housing.
  - We also see higher concern in the GTA (66%).

## Key Findings

- Nearly two-thirds (65%) of Canadians believe the CRA should have a role in preventing mortgage fraud, while only 15% believe they should *not*.
- Over seven-in-ten (72%) support allowing lenders and mortgage brokers to verify income information directly with the CRA.
  - Among those likely to buy in the next 5 years, 80% support and 10% oppose allowing their lender or mortgage broker to confirm tax information provided with the CRA.

A stylized illustration of a small house with a gabled roof and a chimney, sitting on a white, cloud-like base. The background is a gradient of blue and purple.

# 72%

of Canadians support  
allowing lenders and  
mortgage brokers to verify  
tax information directly with  
the CRA



# Detailed Findings

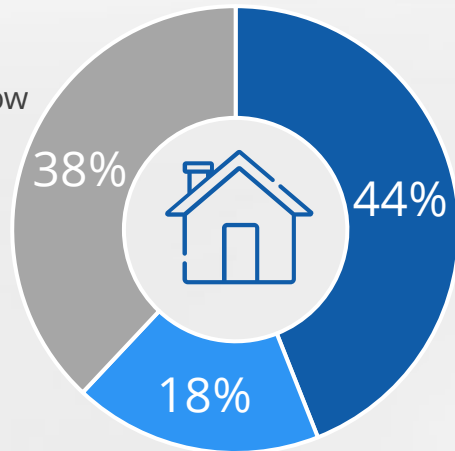
# Familiarity With Current Mortgage Process: Only 18% of Canadians know that lenders don't have the ability to verify the accuracy of documents submitted

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- Men (21%), Canadians 50+ (23%), Quebecers (24%), those with university degrees (21%), and higher income earners (23%) are slightly more likely to know that lenders don't have this ability.

*Q. To your knowledge, does the bank, credit union, or lender issuing the mortgage have the ability to verify the accuracy of this information with the Canada Revenue Agency (CRA)?*

**No, they don't have the ability to verify that these documents are authentic**

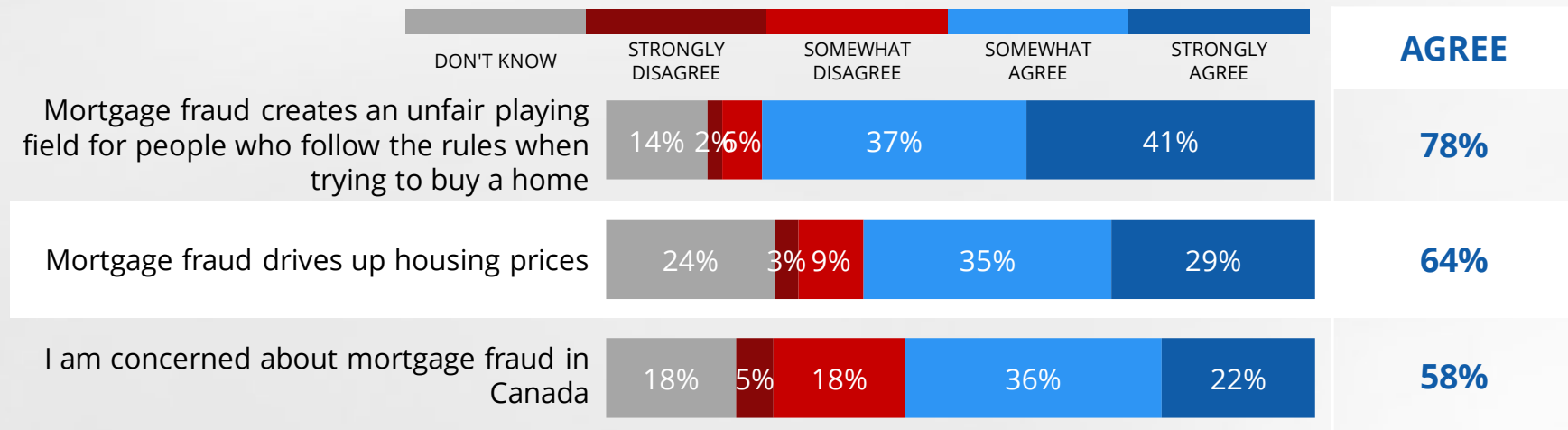


Yes, they have the ability to verify that these documents are authentic

**Q** When someone applies for a mortgage in Canada, certain steps are taken to assess their financial situation. This usually includes submitting tax documents (e.g. T4s) or information from tax returns to show their income. To your knowledge, does the bank, credit union, or lender issuing the mortgage have the ability to verify the accuracy of this information with the Canada Revenue Agency (CRA)?  
Base: All respondents (n=2,022)

# Mortgage Fraud: Concern about mortgage fraud is widespread, with most agreeing that it creates an unfair playing field for those who follow the rules and contributes to rising housing prices

- Those likely to buy a home in the next 5 years show more concern about this issue (65% concerned); 81% of them believe mortgage fraud creates an unfair playing field for those who play by the rules and 68% believe it drives up the cost of housing.



Mortgage fraud can include misrepresenting income, assets, or property value to qualify for a larger mortgage than allowed.  
 To what extent do you agree or disagree with the following statements?  
 Base: All respondents (n=2,022)

# Mortgage Fraud – By Regions: Residents of Ontario are the most concerned about mortgage fraud

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- In the GTA, 66% are concerned about mortgage fraud, 79% agree it creates an unfair field for transparent buyers, and 69% agree it drives up housing prices.

REGIONS		
BC	AB	MB/SK
Creates an unfair playing field for people who follow the rules	Creates an unfair playing field for people who follow the rules	Creates an unfair playing field for people who follow the rules
76%	79%	76%
Drives up housing prices	Drives up housing prices	Drives up housing prices
61%	65%	64%
Concerns me	Concerns me	Concerns me
53%	52%	59%
ON	QC	ATL
Creates an unfair playing field for people who follow the rules	Creates an unfair playing field for people who follow the rules	Creates an unfair playing field for people who follow the rules
80%	75%	78%
Drives up housing prices	Drives up housing prices	Drives up housing prices
67%	59%	66%
Concerns me	Concerns me	Concerns me
62%	57%	53%

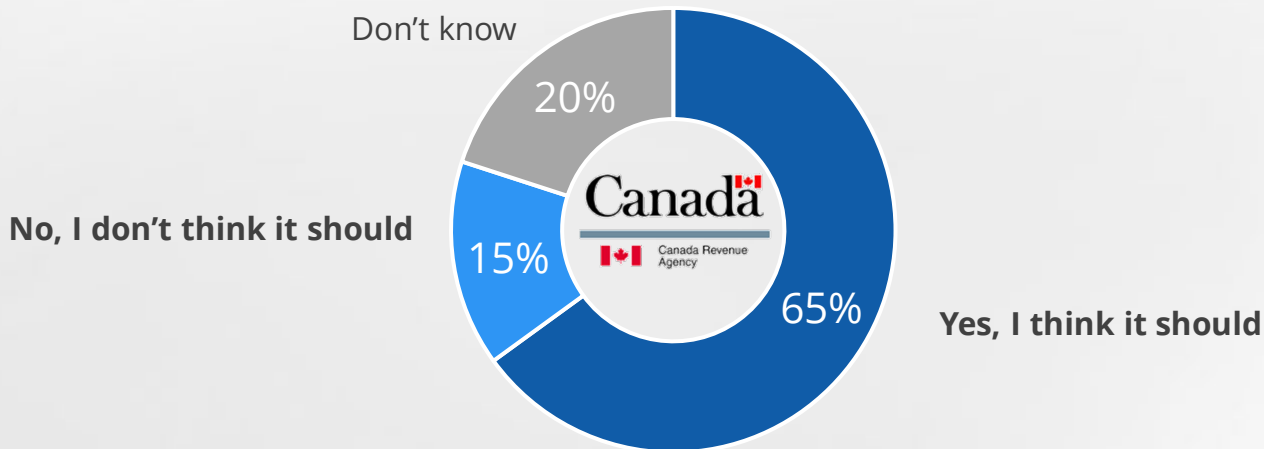


Mortgage fraud can include misrepresenting income, assets, or property value to qualify for a larger mortgage than allowed.  
To what extent do you agree or disagree with the following statements?  
Base: All respondents (n=2,022)

# CRA Role: Nearly two-thirds feel that the CRA should play a role in helping to prevent mortgage fraud

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*Q. Do you think the CRA should play a role in helping to prevent mortgage fraud?*

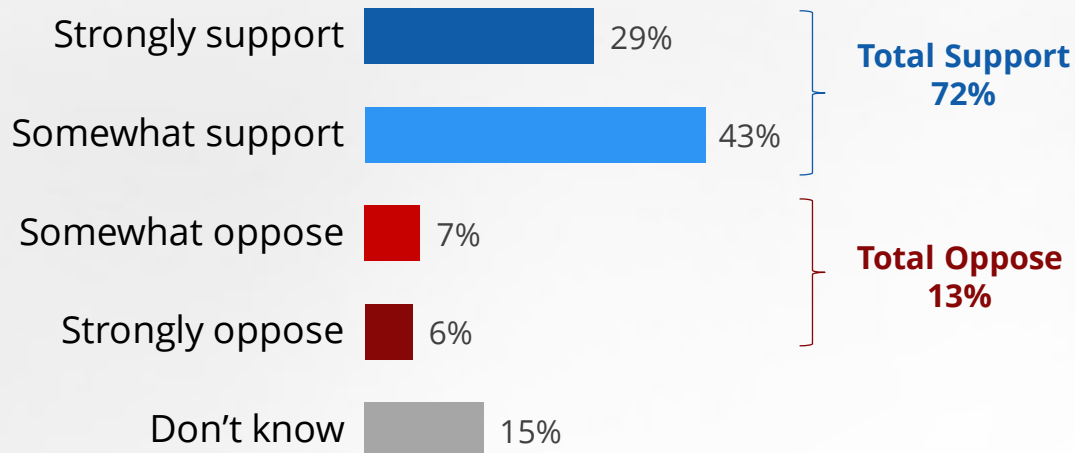


The Canada Revenue Agency (CRA) maintains official records of Canadians' income through tax filings. Do you think the CRA should play a role in helping to prevent mortgage fraud?  
Base: All respondents (n=2,022)

## Support for CRA Income Checks

- Among those likely to buy in the next 5 years, 80% support and 10% oppose allowing their lender or mortgage brokers to confirm tax information provided with the CRA.

**72%**  
of Canadians support  
allowing lenders and  
mortgage brokers to confirm  
tax information provided  
with the CRA

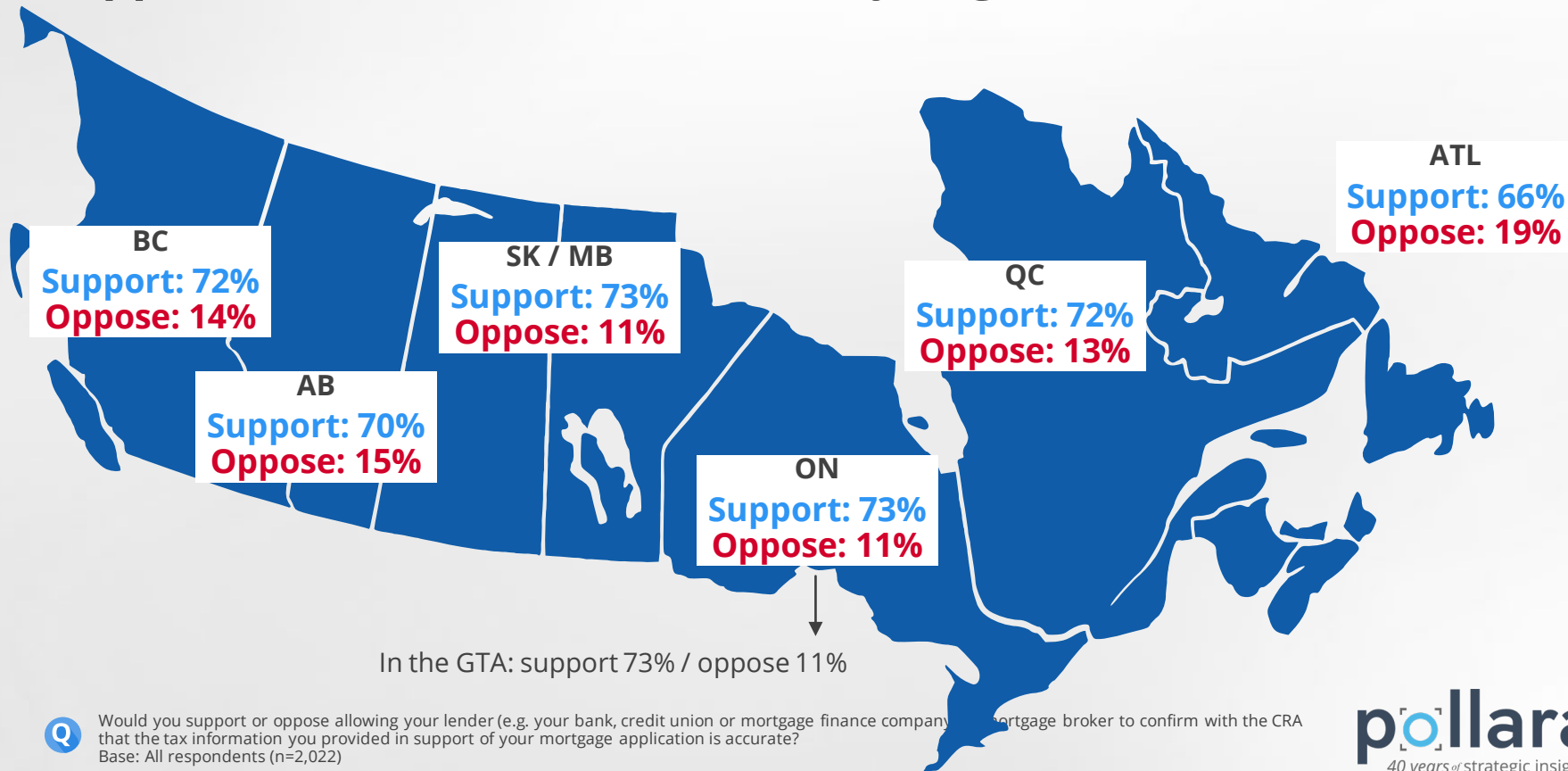


Would you support or oppose allowing your lender (e.g. your bank, credit union or mortgage finance company) or mortgage broker to confirm with the CRA that the tax information you provided in support of your mortgage application is accurate?

Base: All respondents (n=2,022)

# Support for CRA Income Checks – By Region

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