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QuestSoft Receives Perfect Satisfaction Rating Among Credit Unions in Latest Customer Survey

LAGUNA HILLS, CALIF., April 17, 2014 – QuestSoft Corp., a leading provider of automated mortgage compliance and [Home Mortgage Disclosure Act (HMDA) software](#), has released its 2014 customer survey results which indicate 100 percent of its credit union customers have ranked the company very high in the quality of its software, customer support, sales and training. This year's survey, which has been conducted annually since 2008, shows universal satisfaction, with not one credit union customer dissatisfied with their QuestSoft products or overall services.

"Credit unions set very high standards when it comes to member service, since the very nature of a credit union is serving its members," said Leonard Ryan, founder and president of QuestSoft. "The overall and perfect satisfaction, with not one dissatisfied credit union customer, solidifies QuestSoft as a compliance provider that delivers for its credit union customers; enabling them to deliver for their members."

Users of QuestSoft's solutions cite the accessibility of the QuestSoft support team for their easy regulatory submissions. "For 13 years I have been using QuestSoft, and not once did I have an issue with their customer service," said Charito Tan, director of mortgage processing for Mountain View, Calif.-based First Technology Federal Credit Union. "QuestSoft's support team has always been available to provide support and respond to my questions at a moment's notice."

The automated process of submitting HMDA reports through QuestSoft's HMDA RELIEF software was also mentioned as reason behind alleviating stress associated with compliance and the annual March 1st deadline. "I have struggled with HMDA for my entire lending career," said Ralph Cumbee, senior vice president, chief information officer of Yakima, Wash.-based Solarity Credit Union. "However, then I found HMDA RELIEF and our last examination had no HMDA comments."

In addition to its customer satisfaction, QuestSoft has also been lauded by the mortgage industry for its solutions and leadership. The company has been named a Top 50 Service Provider by *Mortgage Technology* for five consecutive years, and was also a finalist for the magazine's coveted 10X Award which is given to companies that demonstrate improvements in efficiency and innovation. Leonard Ryan, QuestSoft's founder and president, was also the recipient of *Mortgage Banking* magazine's 2014 Tech All-Star Award for his contributions made to the mortgage industry, specifically for mortgage compliance.

QuestSoft was also recognized on a local level, being named one of *The Orange County Register*'s Top Places to Work in 2013 which recognizes Orange County-based companies based upon their employees' statements regarding the company's supervisors, culture, atmosphere, pay and benefits, inspiration from managers, and meaningfulness of their work.

March 2014 Customer Survey (Credit Unions Only)

Please rate your satisfaction level of the following:	Extremely Satisfied	Very Satisfied	Satisfied	Dissatisfied	% Satisfied or higher	Total Rated Responses
HMDA RELIEF Software	55	28	10	0	100.0%	93
QuestSoft Customer Support	53	21	4	0	100.0%	78
QuestSoft Sales	24	12	10	0	100.0%	46
QuestSoft Training	18	19	12	0	100.0%	49

Notes about the Survey

The QuestSoft customer satisfaction survey has been conducted after each year's Home Mortgage Disclosure Reporting Act (HMDA) deadline since 2008, using the same methodology each year. The company sends an email survey through Survey Monkey to each person authorized to download the company's HMDA RELIEF or CRA RELIEF software. In 2014, the HMDA deadline fell on Monday, March 3. Therefore the survey was conducted between Tuesday, March 4 and Friday, March 13, 2014. A total of 3,512 surveys were distributed and the company received 520 completed surveys. Of the 520, 93 specifically identified themselves as credit unions and 100 percent of those are reflected here.

About QuestSoft

Laguna Hills, Calif.-based QuestSoft is an established provider of comprehensive and automated compliance software and services to the mortgage, banking and credit union industries. The company's products enable more than 1,800 banks, credit unions and mortgage companies to simplify the collection, analysis, compilation and reporting of key lending regulatory report data. For more information about QuestSoft and its products, visit the company's website at www.questsoft.com.

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