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QuestSoft Receives Nearly Perfect Customer Satisfaction Scores for Fourth Consecutive Year

LAGUNA HILLS, CALIF., March 31, 2015 – In its ninth annual customer survey, QuestSoft, a provider of [automated mortgage compliance software](#), reported that 99.4% percent of its customers expressed satisfaction with QuestSoft’s software, customer support and training following the annual deadline for submitting Home Mortgage Disclosure Act (HMDA) data. This marks the fourth consecutive year of more than 99 percent of customers expressing overwhelming satisfaction with the software company and its products and services, a statistic unheard of in such a competitive industry.

“From the very first year we opened our doors, QuestSoft has been built around providing innovative software supported by the best customer service in the mortgage industry,” said Leonard Ryan, president and founder of QuestSoft. “Meeting or exceeding the expectations of nearly every single customer for many years running, demonstrates that providing exceptional service, results in a stronger customer base.”

This year’s call logs indicated that on the highest call volume day before the regulatory deadline, 91% of calls were answered within four rings and the average wait time for the others was less than 50 seconds. No one in the industry, least of all the government, can boast such excellent response times. “Many customers cite our excellent customer service and accessibility as a key factor in their satisfaction with the company,” said Ryan.

“Every time I have called in for assistance, no matter when or why I call, everyone has been helpful and taken the time to explain things. They always make me feel important,” said Margie

Flowers, Compliance Officer, at Hallmark Home Mortgage LLC. "QuestSoft always follows up when they say they will."

The annual survey, which collected 538 responses this year, is distributed to customers after the HMDA data submission deadline. QuestSoft's reputation for strong service and innovative products extends beyond surveys. The company has received *Mortgage Technology's* Top 50 Service Provider Award annually since 2009 and was named a Top Workplace by *The Orange County Register* in 2013 and 2014. In 2014, QuestSoft president Leonard Ryan was honored by *Mortgage Banking* as a Mortgage Tech All-Star for his lifelong dedication to innovation in the mortgage industry, and QuestSoft was awarded the Lender's Choice Award by *Mortgage Technology*.

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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