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NEWS RELEASE

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**Survey Results Show QuestSoft Customer Satisfaction
Nearly Perfect Over Three-Year Period**

LAGUNA HILLS, CALIF., May 20, 2014 – In its eighth annual customer survey, QuestSoft, a provider of [automated mortgage compliance software](#), reported that 99.7 percent of its customers from 2012-2014 expressed satisfaction with QuestSoft’s customer support and training. The company also reported year-over-year improvements in five of the eight measured categories. The company has received more than 1,500 customer responses in total for the last three years of the survey, and these results especially highlight QuestSoft’s exemplary customer service and free product training.

“QuestSoft prides itself on providing its customers with the best technology supported by exceptional service and training to remove the complexity from compliance,” said Carey Aimone, vice president of Training and Customer Support for QuestSoft. “We constantly update and re-train our staff to provide the highest levels of education and service while delivering innovative compliance solutions to our customers and the mortgage industry.”

Many customers cite the company’s support team’s accessibility as a key factor in their satisfaction with the company. “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. “The QuestSoft support team is always available to respond to my inquiries and provide the support I need, which makes HMDA submission that much easier.”

QuestSoft’s HMDA RELIEF software received high satisfaction ratings from an average of 99.6 percent of users over the same three-year period. “I love the QuestSoft system for our HMDA needs,” said Bruce Talbot, mortgage review manager for West Jordan, Utah-based Mountain America Credit Union. “HMDA RELIEF has saved me hours of time and has also made our annual submission process painless.”

The annual survey, which has collected almost 5,000 responses since its inception, is distributed to customers after the HMDA data submission deadline. The sheer volume of survey participants and the extraordinarily high marks represent a mandate in a world of less than stellar customer service.

“In the highly competitive mortgage environment where customer service rarely reigns supreme, having customers completely satisfied with a company’s offerings is a profound accomplishment,” said Leonard Ryan, president of QuestSoft. “The regulatory environment has changed the way mortgage professionals operate, and as a result, QuestSoft will continue to train our personnel to support and deliver what our customers need to achieve compliance and reach their business goals.”

Please rate your satisfaction level of the following:	Extremely Satisfied	Very Satisfied	Satisfied	Dissatisfied	% Very Satisfied or higher	Total Rated Responses
HMDA RELIEF Software	53.0%	36.8%	10.1%	0.2%	89.7%	506
CRA RELIEF	40.0%	37.1%	21.4%	1.4%	77.1%	140
LendingPatterns	30.6%	41.7%	26.4%	1.4%	72.2%	72
Fair Lending Magic	36.6%	34.1%	26.8%	2.4%	70.7%	41
QuestSoft Customer Support	68.4%	25.1%	6.0%	0.4%	93.6%	450
QuestSoft Sales	44.6%	33.8%	21.2%	0.4%	78.5%	260
QuestSoft Training	37.3%	39.4%	21.9%	1.4%	76.7%	279
The export from your LOS	44.2%	32.9%	18.7%	4.2%	77.1%	477

About QuestSoft’s Survey

The QuestSoft customer satisfaction survey has been conducted using the same methodology after each year’s Home Mortgage Disclosure Act (HMDA) reporting deadline since 2007. 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 (14.8 percent return rate).

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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