

Now Available to ReverseVision Customers

STRATMOR Group's Award-Winning MortgageSAT Borrower Satisfaction Program

MortgageSAT is the industry's only complete borrower feedback analysis program, a powerful management tool that gives mortgage lenders the control, visibility and context needed to manage and improve the borrower's experience.



WHY CHOOSE MORTGAGESAT?

MortgageSAT helps lenders turn borrower feedback into revenue.

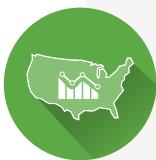
According to STRATMOR data, **95 percent** of borrowers say their primary reason for choosing their lender was a referral or existing relationship. Boosting referrals requires delighting the borrower each step of the way, and MortgageSAT empowers lenders with actionable data, peer-to-peer performance benchmarking, online testimonial sharing and much more.

MortgageSAT clients outperform the market in nearly every category — 31 percent higher growth rate, 22 percent higher productivity, \$800 higher profitability per loan, 10 percent better LO retention, and because of all the referrals, MortgageSAT clients spend \$120 less on marketing costs per loan. **MortgageSAT** is an investment you can monetize!



1. Actionable Data

MortgageSAT creates coaching opportunities by scoring every employee involved in the origination process — the Counselor, LO, Processor, Underwriter, and Closer — and every stage of the loan process. MortgageSAT gathers actionable data that offers deep insights about your processes and personnel to help you fix problems, delight customers and drive repeat and referral business.



2. National Benchmark

Compare yourself to your industry peers in real time, question by question and find out if you're ahead of the curve or behind it. Without this performance-vs-peers data, you can only compare your own scores against themselves over time.



3. Automate Zillow Reviews

MortgageSAT is the only industry satisfaction tool that pushes reviews to Zillow. Two of every three borrowers leave testimonial statements in the MortgageSAT survey, and MortgageSAT pre-fills Zillow reviews for happy borrowers.

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Focus on the Borrower Experience With MortgageSAT



- **Closed Loan Survey** – For every closed loan with every team member scored.
- 24/7 access to a secure, real-time results in a web-based portal with 30+ premade reports.
- **Prepopulate Zillow Reviews** – Highly satisfied borrowers are redirected to a prepopulated Zillow review after the survey.
- **National Benchmark** – 24/7 access to a National Benchmark that shows lenders how they compare with other reverse lenders, question by question.
- **Email Alerts** – Notifies you of upset borrowers and encourages immediate response.
- **Word Cloud** – Real-time access to borrower comments and testimonials.
- **Excel Export** – Ability to export filtered (or comprehensive) data at any time.

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Attribute Table		California - San Jose		Bay Area		Northern CA		SoCal	
Sample Size	25	25	25	25	25	25	25	25	25
Loan Officer	100	100	100	100	100	100	100	100	100
Application Process	85	85	85	85	85	85	85	85	85
Time application to approval	30	30	30	30	30	30	30	30	30
Time application to closing	30	30	30	30	30	30	30	30	30
Time application to funding	30	30	30	30	30	30	30	30	30
Loan Products	10	10	10	10	10	10	10	10	10
Closing	10	10	10	10	10	10	10	10	10
Refundation	10	10	10	10	10	10	10	10	10
Refundation to loan status	10	10	10	10	10	10	10	10	10

"MortgageSAT provides insight and industry benchmarks with our customer satisfaction of each loan closed. We can leverage the data to develop coaching and recognition with regions, branches and individuals. We also know right away when a customer experience takes a wrong turn and we can address it immediately. Gone are the days of taking your borrower's temperature and then crossing your fingers and hoping it improves. With MortgageSAT, we now have clear, actionable data that we're using to constantly improve the borrower journey."

— Jim C, MortgageSAT Client

Contact your ReverseVision representative today and find out how you can take advantage of the MortgageSAT program and start turning borrower feedback into revenue!

Visit: Mortgagesat.com