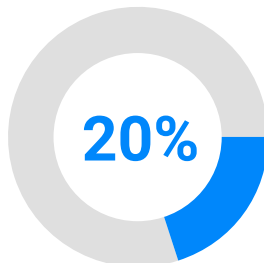


U.S. Primary Mortgage Servicer Satisfaction Study

The **J.D. Power U.S. Primary Mortgage Servicer Satisfaction StudySM** analyzes customer satisfaction with their mortgage servicer. A study subscription gives you a clear understanding of the needs, expectations, and desires of today's mortgage customers. You'll be empowered to improve the effectiveness of interactions, plus drive improved cost and efficiency. Your company can use the study data to plan investments of limited resources for the best return and eliminate unnecessary costs without impacting satisfaction.



Mortgage servicer mobile customers are more likely to be brand promoters than non-mobile customers.



20% of servicing customers use mobile channels.

“ TO DRIVE HIGHER LEVELS OF SATISFACTION, SERVICERS MUST CONSISTENTLY EXECUTE ON WELL ESTABLISHED BASICS. ”

Craig Martin
Managing Director,
Wealth & Lending at
J.D. Power

Deliverables:

- Customized executive presentation and strategy session that gives you data-driven, actionable recommendations for achieving your strategic business goals
- Executive briefing document highlighting key trends and insights across the industry
- Scorecard benchmarking your company's performance compared with the industry across key drivers of satisfaction, loyalty and advocacy metrics
- Competitive survey data and industry reports including information on customer segments
- Data and analytical tools for performance insights and competitive comparisons with your peers
- Access to VoX Platform—J.D. Power's proprietary interactive reporting interface
- The complete study data file with consumer survey responses
- Net Promoter Score®—This study includes Bain Certified NPS® by J.D. Power; presentation slides with NPS Rank Chart and industry summary plus VoX access to NPS rank chart(s), verbatims and text analytics. Learn more at jdpower.com/business/nps