

Excellence Survey

On a quarterly basis, lenders are surveyed to find out their views on Mortgage Brain's Research Department. The latest survey, which took place January 2008 revealed some really positive results.

- **86%** of lenders that responded reported that the overall quality of service was either **good or excellent**
- **90%** stated that product accuracy was **good/excellent** when using their product matrices and the equivalent figure for the Mortgage Brain semi-automated system for product updates scored 100%
- **80%** of lenders scored us **good or excellent**, when using the product grids to update their products. The equivalent figure for accuracy using their own product matrix was 60%
- **72%** of those that responded thought that Mortgage Brain's research staff's knowledge of their products was **good or excellent**. (This compares with an average score of 27% for our competitors)
- Ease of use of our verification system was rated good/excellent by 81% of our respondents and **92%** of lenders who use our KFI checking facility found it to be **good/excellent**

Our quarterly lender surveys are great source of feedback which helps us to further develop our system, ensuring that Mortgage Brain Premier is the most powerful, accurate and simple tool on the market.

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