

PRESS RELEASE

Experience.com Announces America's Top 2021 Loan Officers For Customer Satisfaction

San Ramon, Calif. – April 27, 2022 – Experience.com, a leading provider of experience management software, announces its annual America's Top Loan Officers for Customer Satisfaction. Competition was fierce, as the ranking is based on millions of customer reviews of nearly 40,000 individual loan officers from more than 350 companies - by far the largest customer satisfaction index in the mortgage industry.

The results are based on survey completion rates, number of reviews, and star ratings submitted to the Experience.com Customer Experience platform by verified customers. To ensure data integrity, the integrated, cloud-based platform is connected directly to each company's loan origination system and requests are sent automatically to the borrower and the co-borrower on all closed loan transactions.

A proprietary algorithm and weighting were used to arrive at the final results, which are based on data from 2021. The award is presented to the top 1% of participating loan officers.

"It is extremely difficult to earn a position on the Top Loan Officers list," explains Experience.com CEO Scott Harris. "The loan officer (LO) has to close a high volume of mortgage loans, and give each customer a great experience every time. One poor review out of 100 closed loans can eliminate a LO from landing on this prestigious list."

Top 10 Loan Officers of 2021

While a top 1% ranking is extremely difficult, making the top 10 is an incredible achievement worth special attention. Experience.com recognizes the 2021 Top Loan Officers:

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|-------------------------|------------------------|-----------------------------|
| 1. Giuseppe Battaglioli | Zenith Home Loans | Greenwood Village, Colorado |
| 2. Fidel Dorado | Zabe Mortgage | Madera, California |
| 3. Amber Ernst | New American Funding | Bettendorf, Iowa |
| 4. Sarah Engstrop | Priority Mortgage Corp | Worthington, Ohio |
| 5. Patrick Holland | Embrace Home Loans | Fairfax, Virginia |
| 6. Alvaro Loureiro | Homeowners Financial | Tampa, Florida |
| 7. Kurt McClearn | Nova Home Loans | Chandler, Arizona |
| 8. Blake Hyatt | Absolute Home Mortgage | Timonium, Maryland |
| 9. David Cordero | Alameda Mortgage | Thousand Oaks, California |
| 10. Brad Cohen | Draper and Kramer | Reston, Virginia |

For consumers in the market for a mortgage who want to be relatively certain they are using the best of the best, the Experience.com Top Loan Officers list is a great starting point. The full list is available at a dedicated [Top Loan Officers webpage](#) on Experience.com.

A number of mortgage companies had multiple LOs in the top 1%. Among those, Fairway Independent Mortgage topped the list with 77 loan officers. While New American Funding, and Caliber Funding, had 26. [A list of all top mortgage companies can be found here.](#)

“On behalf of everyone at Experience.com, we congratulate all of our 2021 winners,” said Harris.

For More Information

Additional resources can be found at the Experience.com [Top Performers webpage](#). The page features the listings of the nation’s top mortgage companies, and top 1% of loan officers for customer satisfaction in 2021 as scored by Experience.com.

About Experience.com

Experience.com is a rapidly growing provider of experience management software. Using its integrated, cloud-based platform and customizable processes, any business can manage customer and employee experiences across their products, locations and brand(s). By driving behavioral change, Experience.com delivers impactful business outcomes including increased customer satisfaction, brand loyalty, online reputation and visibility, as well as improved employee engagement. Founded in 2015, Experience.com is headquartered in San Ramon, Calif. and backed by Kennet Partners LLC., Silicon Valley Data Capital, Tri-Valley Ventures, and Wilson Sonsini Goodrich & Rosati. For more information, visit www.Experience.com.com or call +1 (888) 701 4512.

Experience.com Contact:

Stevie Burger
Director of Design & Brand
Phone: 6165665812
stevie@experience.com

Agency Contact:

Amy Stern
3E PR
973.202.8332
astern@3epr.com