

## PRESS RELEASE

# Experience.com Announces America's Top Mortgage Companies For Customer Satisfaction in 2021

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

The results consider survey completion rates, number of reviews, and star ratings submitted to the Experience.com Experience Management Platform by verified customers. To ensure data integrity, the integrated, cloud-based, platform is connected directly to each company's transaction data 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. For fairness, mortgage companies were grouped by the number of individuals registered for the Experience.com Experience Management Platform. Award winners are segmented into four divisions based on the number of loan originators: Jumbo (500+ loan originators), Large (300 – 499 loan originators), Medium (81 – 299 loan originators) and small (less than 80 loan originators). Experience.com is thrilled to announce:

### **America's Top Mortgage Companies Customer Satisfaction in 2021 for each division:**

- Jumbo: [Finance of America](#)
- Large: [Envoy Mortgage](#)
- Medium: [Summit Mortgage Corporation](#)
- Small: [Zenith Home Loans](#)

In addition to the leading mortgage companies within each division, Experience.com announces the Top 10 award winners within each category. A full list is available on the [Experience.com Top Performers webpage](#). Leaders within each division include:

## **Top Jumbo and Large Mortgage Companies**

### **Jumbo Division:**

Finance of America  
Primary Residential Mortgage, Inc.  
Fairway Independent Mortgage Corporation  
Caliber Home Loans  
Movement Mortgage  
Academy Mortgage  
PRMG Retail  
New American Funding  
American Financial Network, Inc.  
Cardinal Financial

### **Large Division:**

Envoy Mortgage  
Prosperity Home Mortgage  
DAS Acquisition (USA Mortgage)  
AmCap Mortgage  
Nova Home Loans  
Nations Lending  
InterLinc Mortgage Services, LLC  
AnnieMac Home Mortgage  
Mutual of Omaha Mortgage  
Silverton Mortgage

## **Top Medium and Small Mortgage Companies**

### **Medium Division:**

Summit Mortgage Company  
Alameda Mortgage  
Golden Empire Mortgage, Inc.  
Total Mortgage  
Highlands Residential Mortgage, Ltd.  
Bay Equity Home Loans  
Gershman Mortgage  
Assurance Financial  
Alcova Mortgage  
Axia Home Loans

### **Small Division:**

Zenith Home Loans  
Priority Mortgage Corp.  
MiMutual Mortgage  
Kaye Financial  
RWM Home Loans  
First Financial Bank, N.A.  
First Federal Bank  
Broadview Home Loans  
Presidential Bank Mortgage  
Bank of Little Rock Mortgage

In conjunction with announcing the top mortgage companies, Experience.com also named the top 1% of loan officers for customer satisfaction nationwide in 2021. A list of those award winners can be found on the [Top Performers webpage](#), as well.

“Our unique benchmark celebrates those outstanding mortgage companies and loan officers who consistently deliver great experiences for their clients,” said Experience.com CEO, Scott Harris. “I’d like to congratulate the 2021 individual and company winners who delivered the industry’s highest level of experience-driven customer satisfaction. It’s an incredible achievement.”

## **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, and compliance. 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](http://www.Experience.com.com) or call +1 (888) 701 4512.

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