












**2018 TOP 10 PERFORMERS IN CUSTOMER SATISFACTION**

	LOAN OFFICER NAME	COMPANY NAME	RANK
	Shawn Bowling	<b>USA Mortgage</b>	<b>1st</b>
	Amber Ernst	<b>New American Funding</b>	<b>2nd</b>
	Kaley Giessing	<b>Primary Residential Mortgage, Inc.</b>	<b>3rd</b>
	Joseph Arnone	<b>Residential Home Lending*</b>	<b>Top 10</b>
	Troy Williamson	<b>On Q Financial</b>	<b>Top 10</b>

2018 TOP 10 PERFORMERS IN CUSTOMER SATISFACTION, CONTINUED

	LOAN OFFICER NAME	COMPANY NAME	RANK
	Canda White	<b>First United Mortgage Group</b>	<b>Top 10</b>
	Brian Neary	<b>USA Mortgage</b>	<b>Top 10</b>
	Jennifer Ballheimer	<b>Premier Nationwide Lending*</b>	<b>Top 10</b>
	Frank Virga	<b>Embrace Home Loans</b>	<b>Top 10</b>
	Sarah Hidy	<b>The Mortgage Firm</b>	<b>Top 10</b>
	Russell Preston	<b>Hometruster Mortgage Company</b>	<b>Top 10</b>

## 2018 TOP 50 PERFORMERS IN CUSTOMER SATISFACTION

NAME	COMPANY	RANK
CRAIG JOHNSON	NEW AMERICAN FUNDING	TOP 50
JONATHAN MCKINNIES TEAM	HALLMARK HOME MORTGAGE	TOP 50
JOHNNY DYKES	NEW AMERICAN FUNDING	TOP 50
TOM SINAK	USA MORTGAGE	TOP 50
JONATHAN REICHENBERG	FM HOME LOANS	TOP 50
KELLY MANDERSCHIED	STEARNS LENDING	TOP 50
DAVID PRINCE	FIRST COMMUNITY MORTGAGE	TOP 50
ANTONIO BENTON	FIRST COMMONWEALTH MORTGAGE	TOP 50
BRIAN HUFF	AMERIFIRST HOME MORTGAGE	TOP 50
JULIE LAPHAM	MANN MORTGAGE	TOP 50
RON KUHN	SUMMIT FUNDING, INC.	TOP 50
WALTER GORMAN	NJ LENDERS CORP.	TOP 50
BRANDON VON ALMEN	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 50
AGOSTINO IACONO (AUGIE)	DIAMOND RESIDENTIAL MORTGAGE	TOP 50
DENISE A. PEACH	NO LONGER WITH 2018 EMPLOYER	TOP 50
GIUSEPPE BATTAGLIOLO TEAM	HALLMARK HOME MORTGAGE*	TOP 50
MICHAEL CARVAJAL	EQUITY PRIME MORTGAGE	TOP 50
YVETTE CLERMONT	INLANTA MORTGAGE, INC.	TOP 50
BRIANNA KELLEY	NO LONGER WITH 2018 EMPLOYER	TOP 50
THE MILLER TEAM	ON Q FINANCIAL	TOP 50
BECKY MASON	EUSTIS MORTGAGE CORPORATION	TOP 50
MICHAEL WALDEN	ENVOY MORTGAGE LTD	TOP 50
SHANNON RYAN	USA MORTGAGE	TOP 50
MINDY LAKES	ENVOY MORTGAGE LTD	TOP 50
AARON HULETT	MIMUTUAL MORTGAGE	TOP 50
DAVID BAILIFF	FIRST COMMUNITY MORTGAGE	TOP 50
TRAVIS FLEURY	ENVOY MORTGAGE LTD	TOP 50
JEFFREY SENKER	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 50
EVAN MCDONOUGH	THE MORTGAGE FIRM	TOP 50
CHRISTINE WILSON	THE MORTGAGE FIRM	TOP 50
DESARAE LUDOLPH	MSI	TOP 50
BRIAN KNAPP	AMCAP MORTGAGE	TOP 50
GRANT BELLIS	MSI	TOP 50
JOSEPH FAVA	LUXURY MORTGAGE	TOP 50
JUSTIN BONURA	NJ LENDERS CORP.	TOP 50
SHANE L. CAMPBELL	PREMIER NATIONWIDE LENDING*	TOP 50
PATRICK STORCH	THE MORTGAGE FIRM	TOP 50
SKIP TEMPLETON	TOWNEBANK MORTGAGE	TOP 50
DIANE FRY	FAIRWAY INDEPENDENT MTG CORP.	TOP 50

## 2018 TOP 100 PERFORMERS IN CUSTOMER SATISFACTION

NAME	COMPANY	RANK
SHARI BELL-BEALS	NEW AMERICAN FUNDING	TOP 100
JACOB EMMEL	AMERICAN FINANCIAL NETWORK, INC.	TOP 100
ARI GAGNE	SUMMIT FUNDING, INC.	TOP 100
LANE BARON	ELEMENT FUNDING	TOP 100
CHRIS HAUBER	HALLMARK HOME MORTGAGE*	TOP 100
MICHAEL TIMMONS	GIBRALTAR MORTGAGE SERVICES	TOP 100
PATRICK HOLLAND	EMBRACE HOME LOANS	TOP 100
TERRI PRESUTTI	ON Q FINANCIAL	TOP 100
SAMUEL DONGILLI	THE MORTGAGE FIRM	TOP 100
NATHAN CASSIDY	EQUITY PRIME MORTGAGE	TOP 100
RITCHIE BAUMANN	PROVIDENCE HOME LENDING	TOP 100
JONATHAN ALEXANDER	FIRST UNITED MORTGAGE GROUP	TOP 100
DAVE USIAK	MSI	TOP 100
TRACEY JACKSON	VILLAGE MORTGAGE	TOP 100
RYAN EBERHARDT	DIAMOND RESIDENTIAL MORTGAGE	TOP 100
ANTHONY MARON	NJ LENDERS CORP.	TOP 100
SETH BENNETT	HALLMARK HOME MORTGAGE	TOP 100
ROBBY SAMPSON	THE MORTGAGE FIRM	TOP 100
MICHAEL MATTHEWS	AMERICAN FINANCIAL NETWORK, INC.	TOP 100
CHRIS DEMATTEIS	EQUITY PRIME MORTGAGE	TOP 100
BOBBY J. YU	AMCAP MORTGAGE	TOP 100
MIKE LOKIE	SIGNATURE MORTGAGE CORPORATION	TOP 100
TJ JAGER	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 100
DEBORAH HIGGINS	NEW AMERICAN FUNDING	TOP 100
TIM PRINDLE	AMERICAN FINANCIAL NETWORK, INC.	TOP 100
WILLIAM PIOTROWSKI	DIAMOND RESIDENTIAL MORTGAGE	TOP 100
RICHARD WILLIAMS	EMBRACE HOME LOANS	TOP 100
BETSY LOWTHER	SUMMIT MORTGAGE CORPORATION	TOP 100
STEPHANIE JOHNSTON	SERVICE FIRST MORTGAGE	TOP 100
CRYSTAL COBB	USA MORTGAGE	TOP 100
JUSTIN WEISSMAN	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 100
ROY TAYLOR	DRAPER AND KRAMER MTG CORP.	TOP 100
DAN KRUMMEL	USA MORTGAGE	TOP 100
DONNA LOWERY	FIRST COMMUNITY MORTGAGE*	TOP 100
KATHRYN WELDON	NO LONGER WITH 2018 EMPLOYER	TOP 100
JANE FLOYD	NFM LENDING	TOP 100
JONI HAMLETT	EMBRACE HOME LOANS*	TOP 100
VINCE MAZZOCCO	ON Q FINANCIAL	TOP 100
ANN FISHER	TOWNEBANK MORTGAGE	TOP 100
ASHLEY BROCK	GUM TREE MORTGAGE	TOP 100

## 2018 TOP 100 PERFORMERS IN CUSTOMER SATISFACTION, CONTINUED

NAME	COMPANY	RANK
SAMMY LOPEZ	TOWNEBANK MORTGAGE	TOP 100
NEELY TURNER	GUM TREE MORTGAGE	TOP 100
TOM MUELLER	CENTRAL BANK OF ST. LOUIS	TOP 100
JAY JAFFEE	SYNERGY ONE LENDING	TOP 100
DEBBIE WIEDNER	CENTRAL BANK OF ST. LOUIS	TOP 100
JEFF SLATER	DRAPER AND KRAMER MORTGAGE CORP.	TOP 100
LORI SMITH	THE MORTGAGE FIRM	TOP 100
TONY MOORE	THE MORTGAGE FIRM	TOP 100
KYNDLE QUINONES	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 100



**NEXT: 250 TOP PERFORMERS (2018)**

TERRY KNESEK	HOMETRUST MORTGAGE COMPANY	TOP 250
BRIAN WOLTMAN	EMBRACE HOME LOANS	TOP 250
JOE SCHONEY	NEW AMERICAN FUNDING	TOP 250
SHAUN LYONS	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 250
SAM FANNIN	PREMIER NATIONWIDE LENDING	TOP 250
RICK CASON	THE MORTGAGE FIRM	TOP 250
STEVE LEMMONS	FAIRWAY INDEPENDENT MTG CORP.	TOP 250
ALBIN SUVALIC	NEW AMERICAN FUNDING	TOP 250
AMBER RODRIGUEZ	THE MORTGAGE FIRM	TOP 250
LIZ TERWILLIGER	AMERIFIRST HOME MORTGAGE	TOP 250
RUDY LOPEZ	ENVOY MORTGAGE LTD	TOP 250
BECKY COLEY	ON Q FINANCIAL	TOP 250
DAWN RYAN	EMBRACE HOME LOANS	TOP 250
BART PINKERTON	NEW AMERICAN FUNDING	TOP 250
LAURA PAINTER	ON Q FINANCIAL	TOP 250
LUKE CHAMBERLIN	NJ LENDERS CORP.	TOP 250
MIKE KAMMERZELL	CENTRAL BANK OF ST. LOUIS	TOP 250
VICKI MOLETTEIRE	THE MORTGAGE FIRM	TOP 250
ADAM ROSE	WESTERN OHIO MORTGAGE CORP.	TOP 250
MIKE WISE	CAPSTONE DIRECT MTG FINANCING	TOP 250
SHERI RYAN	NEW AMERICAN FUNDING	TOP 250
MIKE HALL	TOWNEBANK MORTGAGE	TOP 250
NATALEE DAVENPORT	SERVICE FIRST MORTGAGE	TOP 250
FRANK BRANDT	USA MORTGAGE	TOP 250
CHRIS POSKIN	GOLDEN OAK LENDING	TOP 250
BRYAN HARRISON	NFM LENDING	TOP 250
THE AARON PAGE TEAM	ON Q FINANCIAL	TOP 250
KIM MURPHY	DRAPER AND KRAMER MORTGAGE CORP.	TOP 250
KATHY MCALPINE	MASON-MCDUFFIE MORTGAGE	TOP 250
TONY CITTADINI	AXIA HOME LOANS	TOP 250
SARAH ENGSTROM	PRIORITY MORTGAGE CORP.	TOP 250
COREY KIMPLE	GMH MORTGAGE	TOP 250
THE JAFFE TEAM	ON Q FINANCIAL*	TOP 250
ARI COOPERSMITH	FM HOME LOANS	TOP 250
RICHARD BREED	VILLAGE MORTGAGE	TOP 250
HARRIETT ELKINS	ENVOY MORTGAGE LTD	TOP 250
ANDREA SCHENK	MASON-MCDUFFIE MORTGAGE	TOP 250
MICHELLE MEREDITH	AMERIFIRST HOME MORTGAGE	TOP 250
CHRISTINE FARRINGTON	MANN MORTGAGE*	TOP 250

JOSEPH COUTURIER	THE MORTGAGE FIRM	TOP 250
MARALEE JENSEN	AXIA HOME LOANS	TOP 250
SARAH HABERKORN	ENVOY MORTGAGE LTD	TOP 250
TODD BAKER	SERVICE FIRST MORTGAGE	TOP 250
SEAN BRIGGS	MORTGAGE FINANCIAL SERVICES	TOP 250
PAMELA BAKER	ON Q FINANCIAL	TOP 250
RANDY MERCHANT	GOLDEN OAK LENDING	TOP 250
GWEN FAY	AMCAP MORTGAGE	TOP 250
PATTY SEAGRAVE	PREMIER NATIONWIDE LENDING	TOP 250
PAUL HART	SUMMIT FUNDING, INC.	TOP 250
SVETLANA GERAGHTY	ON Q FINANCIAL	TOP 250
MARC NATHAN	VILLAGE MORTGAGE	TOP 250
JASON KAIN	HALLMARK HOME MORTGAGE	TOP 250
STEVE BADOVINAC	NEW AMERICAN FUNDING	TOP 250
JIM CONWAY	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 250
DOUGLAS SHOEMAKER	USA MORTGAGE	TOP 250
JEANNA HILL	PREMIER NATIONWIDE LENDING*	TOP 250
HEATHER STEVENSON	SERVICE FIRST MORTGAGE	TOP 250
FRANK BENNETT	ELEMENT FUNDING	TOP 250
MICHAEL RICHARDSON	MANN MORTGAGE*	TOP 250
JAMES WING	NEW AMERICAN FUNDING	TOP 250
CHAD HAMMONS	USA MORTGAGE	TOP 250
TARA PURVIS	ON Q FINANCIAL	TOP 250
KRISTIN DEATON	FREEDOM MORTGAGE CORP.	TOP 250
KEN DUNNEBACK	MIMUTUAL MORTGAGE	TOP 250
TASHA DAILEY	NEW AMERICAN FUNDING	TOP 250
JOSEPH WHITE	VANDYK MORTGAGE CORP.	TOP 250
MELANIE ROWE	AXIA HOME LOANS	TOP 250
SANDY DAVIS	NJ LENDERS CORP.	TOP 250
TANJA ALLEN	FAIRWAY INDEPENDENT MTG CORP.	TOP 250
BRENDA DISCALA	FREEDOM MORTGAGE WHOLESAL	TOP 250
PATRICIA DAHL	NEW AMERICAN FUNDING	TOP 250
JEREMY POPE	PARAMOUNT RESIDENTIAL MTG GROUP	TOP 250
JANICE LANNING	PROSPERITY HOME MORTGAGE	TOP 250
SHARON WOFFORD	ELEMENT FUNDING	TOP 250
LORI MARTIN	FAIRWAY INDEPENDENT MTG CORP.	TOP 250
JAY SEYMOUR	LANDMARK PROFESSIONAL MTG COMPANY	TOP 250
TAMMY HARRISON	ON Q FINANCIAL	TOP 250
BRANDI SIEFKAS	ON Q FINANCIAL	TOP 250
CHRIS WAGNER	FIRST COMMUNITY MORTGAGE	TOP 250

## 2018 TOP PERFORMERS IN CUSTOMER SATISFACTION

RICH HEBERT	PREMIER NATIONWIDE LENDING*	TOP 250
MARK CASAMASSINA	NJ LENDERS CORP.	TOP 250
DAVID LESJAK	SECURITY FIRST FINANCIAL	TOP 250
KEVIN MURPHY	FREEDMONT MORTGAGE FUNDING	TOP 250
DON CARRIKER	USA MORTGAGE	TOP 250
MARSHALL MASSEY	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 250
JONATHAN WALD	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 250
JASON & JAYME KUPKA	INLANTA MORTGAGE, INC	TOP 250
CARLENE SMITH	FIRST COMMUNITY MORTGAGE	TOP 250
CHRISTIAN PLOCICA	THE MORTGAGE FIRM	TOP 250
MATT HENNESSY	AXIA HOME LOANS	TOP 250
ROBBY RUD	DIAMOND RESIDENTIAL MORTGAGE	TOP 250
ANDRIA CARDWELL	AMCAP MORTGAGE	TOP 250
RACHAEL POTTS	GUM TREE MORTGAGE	TOP 250
CHRISTINE FEUSTEL DANIELSON	THE MORTGAGE FIRM	TOP 250
KELLY MALATESTA	FIRST UNITED MORTGAGE GROUP	TOP 250
MICHAEL BROWN	CHURCHILL MORTGAGE CORP.	TOP 250
CHRISTOPHER WOOD	FROST MORTGAGE LENDING GROUP	TOP 250
VINCENT DEMETRIO	ENVOY MORTGAGE LTD	TOP 250
BRET COHN	STEARNS LENDING	TOP 250
THOMAS LUBIEWSKI	USA MORTGAGE	TOP 250
VICKIE LASHER	AMERICAN FINANCIAL NETWORK, INC.	TOP 250
MICHAEL VANELLA	USA MORTGAGE	TOP 250
MATTHEW BELMONT	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 250
BRANDON DAVIS	AMERIFIRST HOME MORTGAGE	TOP 250
ASHLEY DROEGE	NEW AMERICAN FUNDING	TOP 250
JENNIFER DAVIS	PRIORITY MORTGAGE CORP.	TOP 250
ROBERT 'CALEM' ATKINS	AMCAP MORTGAGE	TOP 250
TED BISHOP	STEARNS LENDING	TOP 250
DEBORAH ROBERTSON	EUSTIS MORTGAGE CORP.	TOP 250
LISA KEESE	SERVICE FIRST MORTGAGE	TOP 250
JAMES SERRANO	NFM LENDING	TOP 250
GABE FORTMANN	EMBRACE HOME LOANS	TOP 250
JENNI LIMBACH	AMERIFIRST HOME MORTGAGE	TOP 250
JOEY BIRKLE	FIRST OPTION MORTGAGE, LLC	TOP 250
JASON HOLTER	PREMIER NATIONWIDE LENDING*	TOP 250
JACALYN GALLEGOS	HALLMARK HOME MORTGAGE*	TOP 250
CHRISTI BUKATY	USA MORTGAGE	TOP 250
BLAKE HYATT	ABSOLUTE HOME MORTGAGE REVIEWS	TOP 250
JOEY REID	EMBRACE HOME LOANS	TOP 250
CHRISTOPHER COY	TOWNEBANK MORTGAGE	TOP 250



## 2018 TOP PERFORMERS IN CUSTOMER SATISFACTION

RUSS MILLER	NEW AMERICAN FUNDING	TOP 250
KOLE MCCLAIN	NEW AMERICAN FUNDING	TOP 250
JANEEN GORE	NEW AMERICAN FUNDING	TOP 250
JASON COOK	EMBRACE HOME LOANS	TOP 250
STACEY HENDRIX GROSS	GIBRALTAR MORTGAGE SERVICES	TOP 250
KRISTIAN HERNANDEZ	STEARNS LENDING	TOP 250
DAVID PORTER	CHURCHILL MORTGAGE CORP.	TOP 250
SHERRY WEAVER	FIRST BANK MORTGAGE	TOP 250
CATHY BAKER	MORTGAGE FINANCIAL SERVICES	TOP 250
JAN LEASURE	DIAMOND RESIDENTIAL MORTGAGE	TOP 250
SHANE HARTJE	ENVOY MORTGAGE LTD	TOP 250
DANA ORR	AXIA HOME LOANS	TOP 250
MICHELLE WICKETT	AXIA HOME LOANS	TOP 250
NATHAN DAVIS	HAMILTON GROUP FUNDING	TOP 250
DANIEL BIHN	AMERIFIRST HOME MORTGAGE	TOP 250
CORIE OCONNOR	FIRST FINANCIAL BANK, N.A.	TOP 250
KRISTI PIATZ	SUMMIT MORTGAGE CORP.	TOP 250
KRIS WENINGER	FAIRWAY INDEPENDENT MORTGAGE CORP.	TOP 250
JAY JOHNSTON	VILLAGE MORTGAGE	TOP 250
DAVID NEELY	SERVICE FIRST MORTGAGE	TOP 250
CHRIS MEAGHER	FIRST COMMUNITY MORTGAGE	TOP 250
CHAD ERLING	PRIMARY RESIDENTIAL MORTGAGE, INC.	TOP 250
STEPHAN CARPITELLA	EQUITY PRIME MORTGAGE	TOP 250
DAN LONGMAN	THE MORTGAGE FIRM	TOP 250
JAY KERBER	NEW AMERICAN FUNDING	TOP 250
MARTI MOLLERKNIGHT	NEW AMERICAN FUNDING	TOP 250
BOB BECK	EMBRACE HOME LOANS	TOP 250
KATHY DILLON	AMERIFIRST HOME MORTGAGE	TOP 250
JOHN DELEVA	AMERIFIRST HOME MORTGAGE	TOP 250
COURTNEY WALKER	FAIRWAY INDEPENDENT MORTGAGE CORP.	TOP 250

