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**MEDIA CONTACT:**

Stephen Sprayberry  
For QuestSoft  
678-781-7221  
[stephen@williammills.com](mailto:stephen@williammills.com)

David Jones  
For QuestSoft  
678-781-7238  
[djones@williammills.com](mailto:djones@williammills.com)

**QuestSoft Receives Nearly Perfect Customer Satisfaction Scores for Fifth Consecutive Year**

**LAGUNA HILLS, CALIF., July 6, 2016** – As part of its 10th annual customer survey, QuestSoft, a provider of [automated mortgage compliance software](#), reported that almost all of its customers (99%+) again expressed satisfaction with QuestSoft's software, customer support and sales operations. This marks the fifth consecutive year of more than 99 percent of customers reporting overwhelming satisfaction with the software company's support services and their various product offering, a statistic unparalleled in such a competitive industry.

The near perfect survey scores come even though QuestSoft faced the challenge of adding more than 300 financial institutions as new customers and introducing several new compliance products addressing increased compliance demands on lenders in the past year. With over 2,200 HMDA, CRA, Fair Lending and NMLS Mortgage Call Report customers, QuestSoft is now the leading provider of compliance software for these regulations.

“As the mortgage landscape continues to evolve, QuestSoft remains dedicated to providing an unmatched combination of robust technology and first class support for each of our valued customers,” said Leonard Ryan, president and founder of QuestSoft. “Continuing to receive such positive feedback year after year motivates us to maintain the level of service and support our clients and partners have grown to expect as we further expand our product offerings to address the latest industry changes.”

In January 2016 QuestSoft added a new submission product integrated into its existing HMDA and CRA offerings called Submission RELIEF. This new feature enabled lenders using QuestSoft's HMDA & CRA products to compile and submit data in restricted or virtual

environments, with 5 clicks of their mouse. In that short time nearly 300 companies used the product for the first time and all (100%) reported satisfaction with the time saving product.

"I have submitted for other institutions using several other methods, and QuestSoft provided what was by far the best experience I've had with a HMDA submission," said Barbara Pruitt of Rogers, Ark.-based Generations Bank. "The customer support staff was very professional and congenial, and they made my first year using HMDA RELIEF a breeze."

The annual survey, which collected 474 responses this year, is distributed to customers after the HMDA data submission deadline. QuestSoft's reputation for strong service and innovative products extends beyond surveys. The company has received *Mortgage Technology's* Top 50 Service Provider Award annually since 2009 and was recently named a Top Workplace by *The Orange County Register*. In 2016, QuestSoft president Leonard Ryan was named to *Mortgage Professional America's* Hot 100 list for his continued dedication to innovation in the mortgage industry, and QuestSoft was included in *HousingWire's* HW TECH100 listing for the third consecutive year.

### **About QuestSoft®**

Laguna Hills, Calif.-based QuestSoft is a leading provider of comprehensive compliance software and services for the mortgage, banking and credit union industries. QuestSoft combines 20+ years of mortgage regulatory, CRA and Fair Lending compliance analytics, data management and software design expertise with best-in-class customer service to consistently improve client compliance accuracy and facilitate smoother regulatory audits. QuestSoft products, interfaced with over 40 LOS providers, enable more than 2,200 clients to simplify and speed the collection, analysis, compilation and reporting of key lending regulatory report data. For more information, call 800-575-4632, ext. 1, or visit [www.questsoft.com](http://www.questsoft.com).

QuestSoft Satisfaction Rates Over Past 5 Years	Year 2016	Year 2015	Year 2014	Year 2013	Year 2012	5 Yr. Average
HMDA RELIEF Software	99.1%	99.4%	99.8%	99.3%	99.6%	99.4%
CRA RELIEF	99.2%	98.0%	98.6%	98.0%	96.6%	98.4%
Compliance RELIEF	95.1%	New	N/A	N/A	N/A	95.1%
Submission RELIEF	100.0%	New	N/A	N/A	N/A	100.0%
QuestSoft Customer Support	99.7%	99.3%	99.6%	99.7%	99.8%	99.6%
QuestSoft Sales	99.5%	99.2%	99.6%	99.5%	99.6%	99.5%
QuestSoft Training	97.1%	98.3%	98.6%	100.0%	99.6%	98.7%
The export from your LOS	94.7%	95.5%	95.8%	93.4%	95.0%	94.9%

QuestSoft Compliance Survey Summary (March 2016)		
Please rate your satisfaction level of the following:		
Answer Options	% Extremely Satisfied	% Satisfied or Greater
HMDA RELIEF Software	52.7%	99.1%
CRA RELIEF Software	46.8%	99.2%
Compliance RELIEF Software	50.0%	95.1%
Submission RELIEF Software	65.3%	100.0%
QuestSoft Sales	45.2%	99.5%
QuestSoft Customer Support	69.4%	99.7%
QuestSoft Training	36.7%	97.1%
The export from your LOS	44.4%	94.7%

\* In addition, 96% of users said they would recommend Compliance EAGLE to others in a separate survey taken in December, 2015

Survey conducted March 2 to March 12, 2016. Slightly over 3,000 requests were emailed and 474 customers responded (15.8%)

QuestSoft Compliance Survey Summary (March 2016)						
Please rate your satisfaction level of the following:						
Answer Options	% Extremely Satisfied	% Satisfied	Extremely Satisfied	Very Satisfied	Satisfied	Use Rate
HMDA RELIEF Software	52.7%	99.1%	246	169	48	98.5%
CRA RELIEF Software	46.8%	99.2%	58	39	26	27.2%
Compliance RELIEF Software	50.0%	95.1%	61	29	26	26.6%
Submission RELIEF Software	65.3%	100.0%	186	75	24	64.6%
QuestSoft Sales	45.2%	99.5%	95	65	49	45.2%
QuestSoft Customer Support	69.4%	99.7%	274	79	41	83.7%
QuestSoft Training	36.7%	97.1%	90	84	64	52.5%
The export from your LOS	44.4%	94.7%	191	144	72	91.5%

\* In addition, 96% of users said they would recommend Compliance EAGLE to others in a separate survey taken in December, 2015

Survey conducted March 2 to March 12, 2016. Slightly over 3,000 requests were emailed and 474 customers responded (15.8%)