

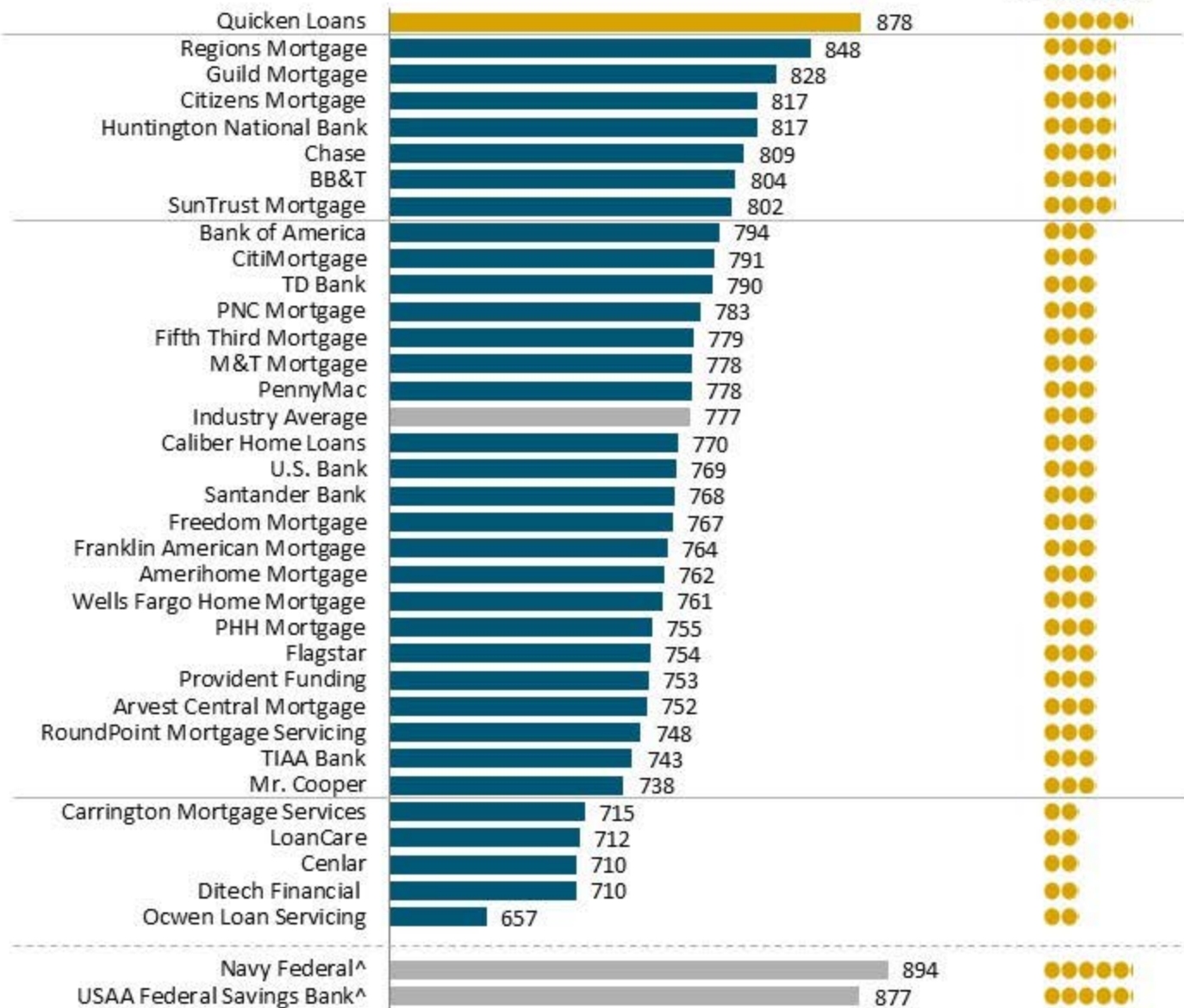
# J.D. Power

## 2019 U.S. Primary Mortgage Servicer Satisfaction Study<sup>SM</sup>

### Customer Satisfaction Index Ranking

(Based on a 1,000-point scale)

JDPower.com  
Power Circle Ratings<sup>TM</sup>  
for consumers:



#### Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

<sup>^</sup>Navy Federal Credit Union, and USAA are profiled but not rank-eligible because they do not meet the study award criteria.

Source: J.D. Power 2019 U.S. Primary Mortgage Servicer Satisfaction Study<sup>SM</sup>

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