



Planet Home Lending
WE'LL GET YOU HOME



FOR IMMEDIATE RELEASE

Planet Home Lending Voted Top 10 Large Mortgage Company for Customer Service

MERIDEN, Conn., June 10, 2020 – [Planet Home Lending](#), LLC, was named a Top 10 home loan company for customer satisfaction in 2019 by [SocialSurvey](#). Planet Home Lending Area Sales Manager Derrick Strauss (NMLS ID# 294753) and Mortgage Loan Originator Dan Brennan (NMLS ID# 1558900) from the company's Denver branch were recognized as two of the top 250 loan officers nationally for customer satisfaction during the same period.

"We've built a culture around the customer experience, and this focus has helped to differentiate Planet Home Lending from our competitors," said Planet Home Lending Chief Marketing Officer Jim McDonald. "This is underscored by our exceptional customer sentiment online and is reflected in the SocialSurvey award."

SocialSurvey bases its results on customer survey completion rates, number of reviews and the star ratings submitted to the platform by verified customers. Planet Home Lending as a company earned a 4.84 out of 5-star rating from more than 10,000 reviews on SocialSurvey. The results for top loan officers were compiled from more than one million reviews of 30,000 individual loan officers across nearly 200 companies.

"It is an honor to be recognized by SocialSurvey for the service we provide to our clients," Strauss said. "We take the time to listen to our customers and offer home loan choices that fit their unique financial goals."

To ensure integrity, the SocialSurvey experience management platform is connected directly to the company's loan origination system. Borrower satisfaction surveys are sent after closing to every applicant with a unique email address. This process ensures all borrowers are included in the survey. SocialSurvey used a proprietary algorithm and weighting to arrive at the final results.

"Our unique benchmark celebrates those outstanding mortgage companies and loan officers who deliver consistent wow-worthy experiences for their clients," said SocialSurvey CEO, Scott Harris. "I'd like to congratulate the winners for consistently delivering the industry's highest level of experience-driven customer satisfaction. It's an incredible achievement."

About Planet Home Lending, LLC

Planet Home Lending, LLC, is an approved originator and servicer for FHA, VA and USDA, as well as a Freddie Mac and Fannie Mae Seller/Servicer, a full Ginnie Mae Issuer and approved sub-servicer, and a Standard & Poor's- and Fitch-rated special and prime residential servicer. Planet Home Lending, LLC, is

an Equal Opportunity Lender. For more information about Planet Home Lending, LLC, please visit <https://PlanetHomeLending.com>.

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