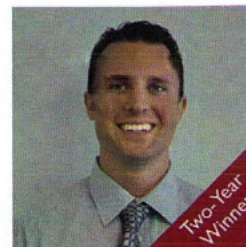




# 2011 Seattle Five Star Mortgage and Home/Auto Insurance Professionals



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Five Star Professional partnered with *Seattle* magazine to determine the mortgage and insurance professionals in the Seattle area who provide exceptional service and overall satisfaction. The Five Star Professional research team contacted clients, peers and industry experts and asked if they had experience working with a mortgage or insurance professional. Those who participated in the research provided the name of a mortgage or insurance professional and rated that individual according to criteria such as overall satisfaction and whether they would highly recommend the professional to a friend. The survey

data was collected and scored, resulting in the list of 2011 Seattle Five Star Mortgage Professionals and the list of Five Star Home/Auto Insurance Professionals. The research methodology allows no more than 7 percent of mortgage and insurance professionals to be named a Five Star award winner. This year's winners are listed and profiled in the following pages.

“Do everything you can to assist your clients and remember it is all an investment in your future success.”

— Five Star award winner

## Research DISCLOSURES

- Five Star Professional surveyed more than 61,000 Seattle homeowners and 1,000 subscribers of *Seattle* magazine. An additional 250 surveys were sent to mortgage and title companies.
- The final list of 2011 Seattle Five Star Mortgage and Home/Auto Insurance Professionals is a select group, representing less than 3% of mortgage professionals and 1% of insurance professionals in the area.
- Mortgage and insurance professionals do not pay a fee to be included in the research or the final list.
- Each mortgage or insurance professional is screened against state governing bodies to verify that licenses are current and no disciplinary actions are pending. Then, before the list is finalized, it is reviewed by a panel of industry experts. Safeguards are built into the review process to reduce the ability to influence the final list on the basis of company affiliation.
- The inclusion of a mortgage or insurance professional on the list of Five Star award winners should not be construed as an endorsement by Five Star Professional or *Seattle* magazine.
- For more information on the Five Star award and the research/selection methodology, go to: [fivestarpromotional.com](http://fivestarpromotional.com).



The Five Star award goes to mortgage and home/auto insurance professionals rated highest in overall satisfaction by clients, peers and industry experts.