



# Quicken Loans®

## PRESS ROOM



### Who We Are

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Quicken Loans Inc. is the nation's largest mortgage lender. It is also the nation's largest FHA lender and a premier Veteran Affairs (VA) lender.



### Products and Technology

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QuickenLoans.com offers:

- Direct access to mortgage specialists. The company's seasoned lending professionals can answer questions via email, fax or phone from application to close.
- Rocket Mortgage: The first completely online mortgage experience which gives consumers the ability to import and verify financial information, customize their mortgage, get approved and lock their rate without speaking to a human being.
- Comprehensive home-financing education. Quicken Loans provides information regarding purchasing, refinancing or home equity loans and finding the loan that fits your needs.
- Diverse loan options. Quicken Loans specializes in plain vanilla mortgages, including conventional, FHA, VA and USDA programs.
- Real-time loan status information: throughout the mortgage origination process, clients can use Rocket Mortgage to immediately find where their application stands on a real-time basis at any time.



### Closed Loan Volume

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Quicken Loans closed more than \$400 billion of mortgage volume across all 50 states from 2013 through 2017.



### Team Members

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17,000 based in Detroit, Michigan; Cleveland, Ohio; Phoenix, Arizona; San Diego, California and Charlotte, North Carolina.



## Why

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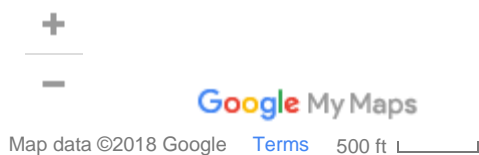
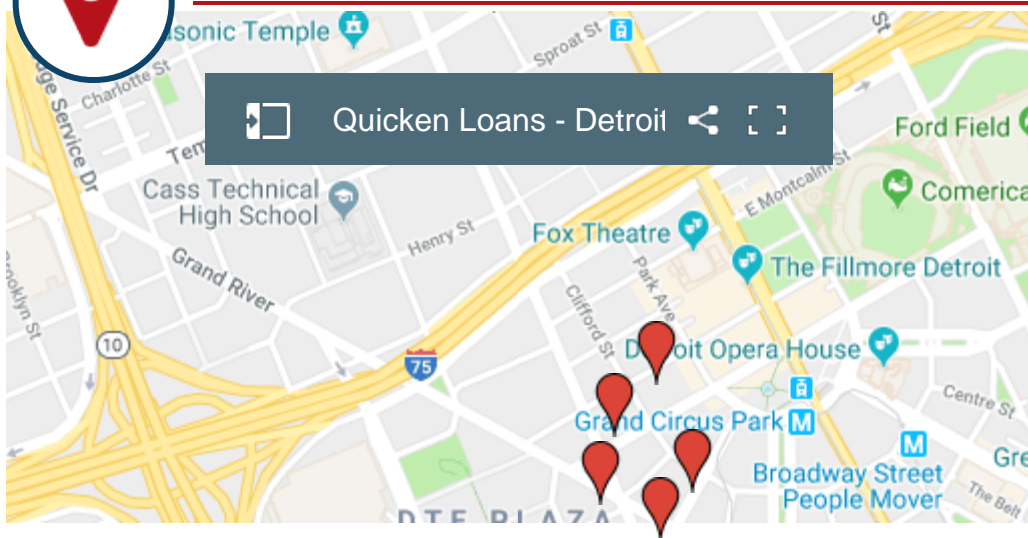
The online mortgage process offered by Quicken Loans saves time and money by:

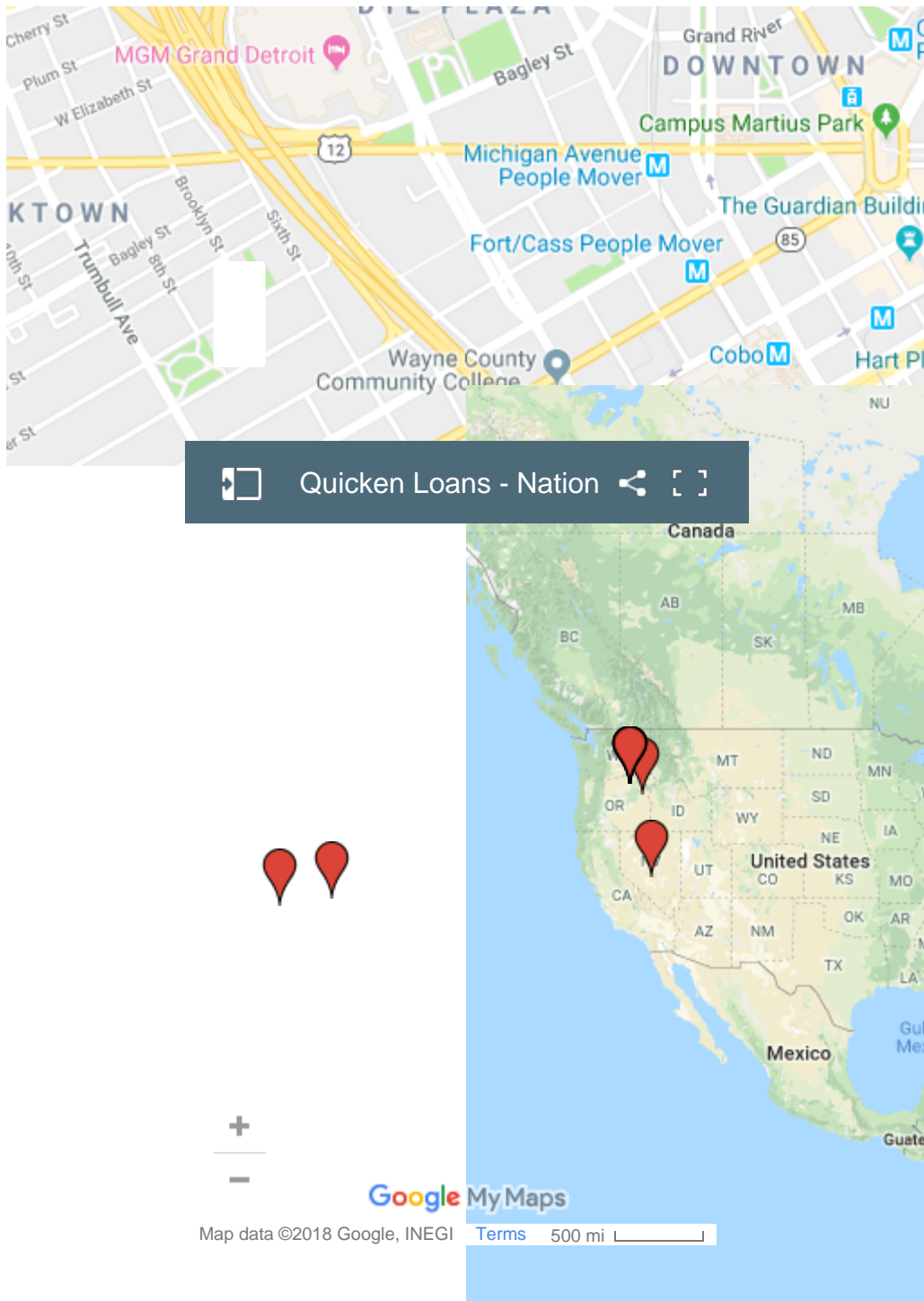
- Allowing consumers to apply for and check the status of a loan from the convenience of their own home or office, 24 hours a day/7 days a week
- Eliminating paperwork, “middleman” steps associated with the traditional process
- Using online pre-qualification to accelerate the application process
- Offering low rates, reduced fees, instant comparisons and real-time quotes
- Providing immediate answers through personal consultation with a loan officer and interactive tools
- 96% of clients would recommend Quicken Loans based on closed client surveys



## Where

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## Awards and Accolades

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### Mortgage Lending Accolades:

- J.D. Power named Quicken Loans the Highest in Customer Satisfaction for Primary Mortgage Origination eight straight years — 2010 through 2017.
- Quicken Loans was ranked highest in the nation for client satisfaction among mortgage servicers by J.D. Power for five consecutive years, 2014 through 2018.

- 96% of our clients would recommend Quicken Loans based on closed client surveys.
- #1 for Fannie Mae's Star Rating Scorecard and a 5-Star Servicer
- #1 for Freddie Mac's Servicer Success Scorecard
- QuickenLoans earned Freddie Mac's [RISE Award for Greatest Volume](#) in the Home Possible program.

#### Workplaces Awards – National:

- Quicken Loans ranked in the top-15 on FORTUNE magazine's annual 100 Best Companies to Work For list in 2018, and has been named among the top-30 companies on the list for 15 consecutive years.
- Quicken Loans ranked #1 on Essence magazine's 10 Best Workplaces for African Americans list in 2015, and was ranked #9 on FORTUNE magazine's inaugural list of 50 Best Workplaces for Diversity in 2016.
- Quicken Loans has been recognized as one of Computerworld's 100 Best Places to Work in IT the past 14 years, ranking #1 for six straight years (2013-2018).
- Quicken Loans was ranked #4 on Glassdoor's Highest Rated Companies for Internships list in 2015, based completely on intern feedback.
- Quicken Loans was recognized by Forbes magazine on its Best Employers for Women list, ranking #13 in 2018.
- Quicken Loans was ranked #17 on PEOPLE Magazine's 50 Companies That Care list for 2018.
- Quicken Loans was named to the Training Top 125 by Training Magazine for excellence in training and development for six consecutive years, 2011 through 2016.
- Quicken Loans received the National Best and Brightest Wellness Award in 2015.

#### Workplace Awards – Regional:

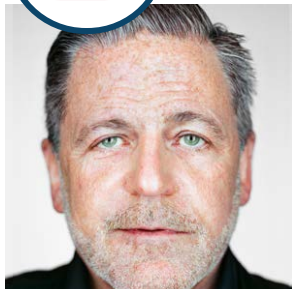
- Quicken Loans was named one of the Detroit Free Press' Top Workplaces in Michigan for the past eight years, 2010 through 2017.
- The Quicken Loans Cleveland Web Center has been named a top-10 company on The Plain Dealer's Top Workplaces in Northeast Ohio list for the past seven years, 2011 through 2017.
- Quicken Loans Mortgage Services was ranked #1 on the Charlotte Business Journal's Best Places to Work list for three straight years, 2015 through 2017.

- The Quicken Loans Arizona office ranked #1 on the Phoenix Business Journal's 2015 and 2011 Best Places to Work in the Valley list and also ranked #2 in 2012, 2014 and 2016.
- Quicken Loans has been named a Michigan's Best and Brightest in Wellness Winner for six straight years, 2012 through 2017.



## Leadership

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**Dan Gilbert**  
Founder & Chairman



**Bill Emerson**  
Vice Chairman, Quicken  
Loans and Rock Holdings,  
Inc.



**Jay Farner**  
Chief Executive Officer



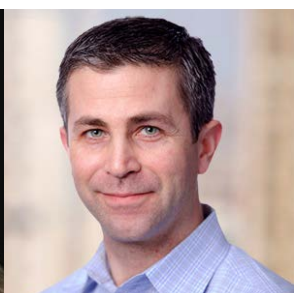
**Bob Walters**  
President & COO



**Linglong He**  
Chief Information Officer



**Shawn Krause**  
Executive Vice President



**Bill Banfield**  
EVP, Capital Markets



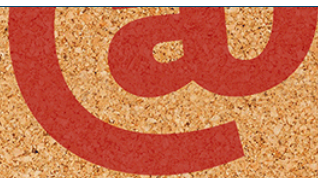
**Heather Lovier**  
EVP,  
Client Experience Operations



**Julie Booth**  
Chief Financial Officer



**Aaron Emerson**  
SVP, Communications



from the QL Press Room!

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Better Business Bureau



FORTUNE  
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TO WORK FOR



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