

TRUSTED EXPERIENCES.



Client: Community bank headquartered in Trenton, Texas

Contact: Mortgage Lending Account Executive

Q: How long have you worked with Janus?

A: I've worked with Janus for about five years. I first heard about them through a law firm and was impressed by their reputation for service.

Q: What issues were you facing prior to engaging Janus?

A: With larger AMC's, there's no customer service, and turn times are much longer. That makes the whole process more challenging.

Q: How did Janus help resolve that issue?

A: Janus handles our appraisals with consistent, exceptional service, and they have very quick turn times. They ensure that each appraisal is fully compliant with the latest regulations, and they're more than happy to accommodate rush requests. I have a good relationship with my account representative and call her anytime I have a challenge or question.

Q: How has Janus affected your business?

A: Janus' responsiveness and quality product is wonderful. I never hear of any issues with appraisers, and I never have underwriters run into problems or ask for anything.