



TRUSTED EXPERIENCES.

Client: Leading regional bank headquartered in Houston, Texas

Contact: Mortgage Lending Manager

Q: How long have you worked with Janus?

A: I've worked with Janus from the start. I've been working with the principals for more than 20 years.

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

A: We needed our appraisal orders to be filled accurately and within a timely manner.

Q: How did Janus help resolve that issue?

A: Janus provides appraisals with the i's dotted and t's crossed, and their team is extremely responsive. They jump on any appraisal we send them and get it done quickly and accurately. Their quality of appraisers is rare. I had a loan in one area of Houston and was not able to use Janus, and that AMC sent a geographically incompetent appraiser who gave a really low appraisal. That situation never happens with Janus because their appraisers are geographically competent. I would send all of my loans to Janus if I could, but unfortunately I don't have that control.

Q: How has Janus affected your business?

A: Our loans are more efficient and faster, and we have happy clients. The whole process is cumbersome enough without having to deal with incompetent appraisers, so that part needs to be mindless, which is exactly what we get working with Janus. Nothing takes extra time, and the appraisals are on point.

Q: What has been your overall experience working with Janus?

A: It may sound simple, but Janus is just really good. I send them business because I completely trust them, and they make things easy for us. I don't need to worry about anything when Janus is on the job. I trust they'll get it done right. John Passero, the president, is also willing to share his knowledge. He taught me how to read appraisals and why they are the way they are. Now, I'm teaching my loan officers the same.