J.D. POWER

Citi ranks # 3 in the J.D. Power 2022 U.S. Mortgage Origination Satisfaction Study℠



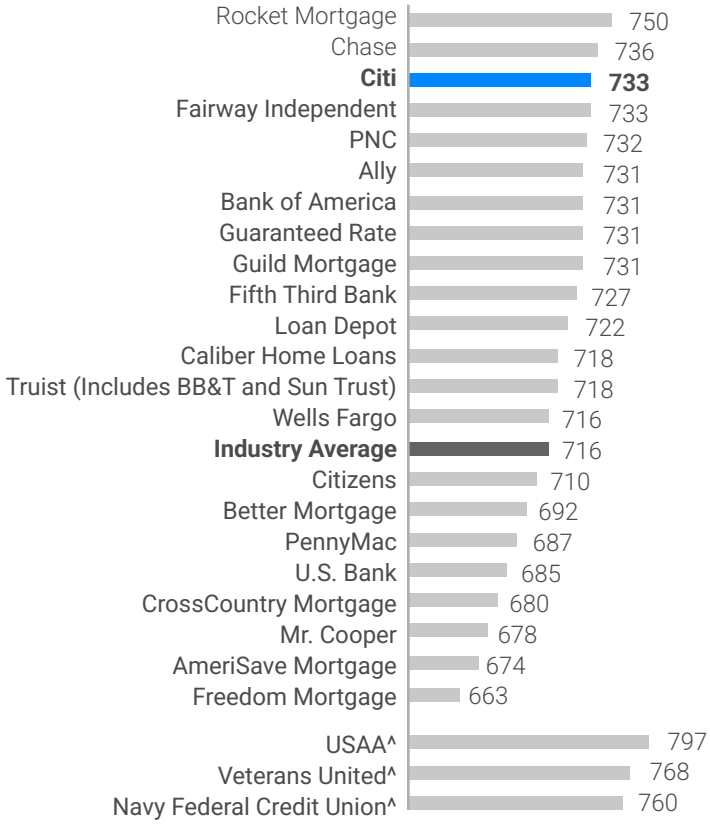
Citi received the highest score for "Level of Trust" dimension

In addition to achieving the highest score for the "Level of trust" dimension, Citi exceeded the industry average in the following study dimensions: Digital channels, People, Easy to do business with, and Kept me informed. This strong performance demonstrates Citi's commitment to satisfying mortgage borrowers.

The J.D. Power 2022 U.S. Mortgage Origination Satisfaction Study℠ measures overall customer satisfaction based on performance in six dimensions (in alphabetical order): *communication; digital channels; level of trust; made it easy to do business with; and people*. The study was fielded from June through August 2022 and is based on responses from 5,915 customers who originated a new mortgage or refinanced within the past 12 months.

J.D. Power 2022 U.S. Mortgage Origination Satisfaction Study℠
Overall Customer Satisfaction Index Ranking

(Satisfaction scores on a 1,000-point scale)



Note: ^Brand is not rank eligible because it does not meet study award criteria.
Source: J.D. Power 2022 U.S. Mortgage Origination Satisfaction Study℠

Dimension Satisfaction Score Highlights:

DIMENSION	CITI SCORE	INDUSTRY AVERAGE
Level of Trust	779	711
Digital Channels	722	704
People	748	720
Easy to do Business With	742	723
Kept Me Informed Throughout Process	720	712

For more information about the J.D. Power 2022 U.S. Mortgage Origination Satisfaction Study℠, visit https://www.jdpower.com/business/press-releases/2022-us-mortgage-origination-satisfaction-study

"Our primary role is to be our clients' trusted advisors through every financial milestone in their lives, and buying a home is certainly one of the most personal and impactful financial decisions they may ever make. Customer satisfaction is not just a metric for us but a reflection of the trust we earn and uphold through genuine care for our clients and guidance toward their financial success. We embrace our role with a deep sense of responsibility — nothing is more rewarding than enabling home ownership and financial security for the clients and communities we are fortunate to serve.

Brad Wayman, CEO, Citi Mortgage