

✦ REAL ESTATE AGENTS ✦

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Your Realtor for the Greater
Central Texas Area

Real Estate Agent Award Winner


FIVE STAR
PROFESSIONAL



Award winner seen in
TEXAS MONTHLY



2017 Five Star Home Professionals AUSTIN, SAN ANTONIO AND CENTRAL TEXAS

REAL ESTATE AGENTS ✦ MORTGAGE PROFESSIONALS ✦ HOME/AUTO INSURANCE PROFESSIONALS

Five Star Professional partnered with *Texas Monthly* to identify real estate, mortgage and insurance professionals in the Austin, San Antonio and Central Texas region who deliver outstanding service and client satisfaction. The Five Star Professional research team contacted thousands of recent homebuyers, as well as other consumers. Clients may also submit evaluations online. Phone and online respondents rated their service professional on criteria such as overall satisfaction and whether they would recommend the provider to a friend. The research methodology allows no more than 7 percent of professionals in each category to receive the award. This year's winners are listed and profiled in the following pages (see each award winner's listing for more details).



Research — How Our Winners Are Chosen

- The 2017 Five Star Real Estate Agents, Mortgage Professionals and Home/Auto Insurance Professionals do not pay a fee to be included in the research or the final list.
- Each professional is screened against state governing bodies to verify that licenses are current and no disciplinary actions are pending.
- The inclusion of a real estate agent, mortgage professional or insurance professionals on the final lists should not be construed as an endorsement by Five Star Professional or *Texas Monthly*.
- The research process incorporates a statistically valid sample in order to identify the professionals in the local market who score highest in overall satisfaction. These professionals are not included on the list unless their score is statistically valid.

Determination of Award Winners

Professionals who satisfied each of the following objective criteria were named a 2017 Austin, San Antonio and Central Texas region Five Star Real Estate Agent, Five Star Mortgage Professional or Five Star Home/Auto Insurance Professional:

Evaluation Criteria:

1. Qualifying rating

Eligibility Criteria:

2. Holds an active license and employed in their field for a minimum of three years
3. Favorable regulatory and complaint history review
4. Satisfies minimum production on a one year and three year basis
5. Successful completion of a Blue Ribbon Panel review

Real estate agents, mortgage professionals and home/auto professionals are pooled only with other candidates from their profession.

Five Star Professional surveyed residents in the Austin, San Antonio and Central Texas region who purchased a home priced at more than \$150,000 within a 12-month period (October 2015 to November 2016) to identify real estate, mortgage and insurance professionals. Evaluations were collected by phone and online at www.fivestarpromotional.com/homesurvey.

The final list of 2017 Austin, San Antonio and Central Texas Five Star award winners is a select group, representing 2 percent of real estate agents, 1 percent of mortgage professionals and less than 1 percent of insurance professionals in the area.

To see the full list of winners visit www.fivestarpromotional.com.