

# STRATMOR Group's 2019 Technology Insight Study Again Scores MCT Highest for Overall Satisfaction, Lender Loyalty, and Lender Share

SAN DIEGO, Calif., Oct. 18, 2019 (SEND2PRESS NEWSWIRE) – Mortgage Capital Trading, Inc. (MCT), a leading mortgage hedge advisory and secondary marketing software firm, announced that the study results from STRATMOR Group's 2019 Technology Insight Study show MCT as the industry leader in lender share, overall satisfaction, and Lender Loyalty Score® in the Production Pipeline Hedging category.

| Response Category            | MCT   |
|------------------------------|-------|
| Top Lender Share             | 39.9% |
| Highest Overall Satisfaction | 9.3   |
| Highest Lender Loyalty Score | 86.4  |

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STRATMOR reported that this year's sample includes responses from 250 mortgage professionals representing 209 unique lenders. Using 2017 HMDA data, the survey sample represents 29 percent of the market.

75.1 percent of respondents use third-party tools for Production Pipeline Hedging and 39.9 percent chose MCT, giving MCT the highest Lender Share among pipeline hedging providers.

This year MCT again had the highest Lender Loyalty Score®, which is an indication of how likely lender clients are to stay with their vendor. MCT scored an impressive 86.4 out of 100 with the average competitor at a distant 37.9. In addition, MCT also had the highest Overall Satisfaction of any vendor measured in the study, coming in at 9.3 out of 10.

“We are elated to again receive the highest scores in our category in STRATMOR’s Technology Insight Study, which we see as a direct reflection of how diligently we work to support our clients,” stated Curtis Richins, president at MCT. “We’ve introduced a number of innovative technology solutions over the last few years, which combined with our commitment to exceptional client service has helped catapult us into the industry-leader position.”



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MCT’s [Trade Auction Manager \(TAM\)](#) and the new [MCTlive! mobile app](#) are among the most recent innovations differentiating the MCT client experience. TAM has enabled electronic trading of TBA mortgage-backed securities while the MCTlive! mobile app allows users to manage their pipeline on-the-go. According to Andrew Stringer, Director of Capital Markets at First Bank, “As a busy professional and a new dad, the ability to react quickly to market changes whether I’m at a branch, a conference, or a coffee shop is a huge game changer.”

MCT is proud of the experience clients shared as part of the STRATMOR Group’s

2019 Technology Insight Study, and remains dedicated to client profitability, efficiency, and growth. To learn more about MCT's unique blend of award-winning technology and best-in-class customer service, visit the [About MCT page](#).

#### **About MCT:**

Founded in 2001, Mortgage Capital Trading, Inc. (MCT) has grown from a boutique mortgage pipeline hedging firm into the industry's leading provider of fully-integrated capital markets services and technology. MCT offers an array of best-in-class services and software covering mortgage pipeline hedging, best execution loan sales, outsourced lock desk solutions, MSR portfolio valuations, business intelligence analytics, mark to market services, and an award-winning comprehensive capital markets software platform called MCTlive!. MCT supports independent mortgage bankers, depositories, credit unions, warehouse lenders, and correspondent investors of all sizes. Headquartered in San Diego, MCT also has California offices in Healdsburg and Los Angeles, as well as sites in Dallas and Philadelphia. MCT is well known for its team of capital markets experts and senior traders who continue to provide the boutique-style, hands-on engagement clients value. For more information, visit <https://mct-trading.com/> or call (619) 543-5111.

#### **About STRATMOR:**

STRATMOR Group is a leading mortgage industry advisory firm that provides a range of programs and services designed to counsel lender CEOs and senior executives. STRATMOR serves more than 250 companies annually, providing strategies that increase growth and improve profitability in sales, marketing, technology, operations and mergers and acquisitions using comprehensive, proprietary data and key insights gained through extensive experience in the mortgage industry. The company is well known for its financial models and its collaboration with the Mortgage Bankers Association in the PGR: MBA and STRATMOR Peer Group Roundtables program. Find out more about STRATMOR on its website at [www.stratmorgroup.com](http://www.stratmorgroup.com).

Twitter: @mcttrading #StratmorGroup #TechnologyInsightStudy #MCT #MortgageHedgeAdvisory #SecondaryMarketingSoftware

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