



ChangeMyRate.com® Wins 2016 City Beat News Spectrum Award For Excellence in Customer Satisfaction

The team at ChangeMyRate.com® receives high marks for customer satisfaction, earning the prestigious Spectrum Award.

LONG BEACH, CALIFORNIA, USA, September 7, 2016 /EINPresswire.com/ -- [ChangeMyRate.com](http://www.ChangeMyRate.com)® has received the highest possible customer satisfaction rating of 5 stars, earning the company the 2016 [City Beat News](http://www.CityBeatNews.com) (CBN) Spectrum Award for Excellence in Customer Satisfaction.

One of the leading providers of [discount mortgage loans](#), ChangeMyRate.com leverages technology to provide a simple, fast and seamless loan application process for real estate mortgages.

The innovative company, established in 1989, is headquartered in Long Beach and relies on its more than 27 years of experience in the industry to provide clients with the best possible experience. “We know that clients want to work with a reliable, knowledgeable company,” says President Jackie Graves. “Our staff also recognizes that each client is unique, and we pride ourselves on listening and guiding our clients to the best decision.”

When it comes to customer service, ChangeMyRate.com makes sure to put customers first, with a focus on honesty and integrity. “Our promise is to make this your best mortgage experience ever,” says Graves. Delivering on that promise involves meeting clients on their terms for closings (wherever is most convenient), making sure calls are always returned within 24 hours, and providing a checklist of documents you need.

The team at ChangeMyRate.com knows that excellent customer service means more than just happy customers, it also means repeat business and referrals. Winning the Spectrum Award shows the company’s commitment and dedication to customer service and meeting clients’ needs.

In partnership with The Stirling Center for Excellence, CBN recognizes businesses such as ChangeMyRate.com for providing an outstanding customer experience and honors them with the Spectrum Award. Winners are based on CBN’s independent, proprietary research and evaluation system, which identifies businesses with a track record of top-flight customer service and customer satisfaction. The rating system combines data collected from nominations, online and other customer reviews, surveys, blogs, social networks, business-rating services, and other honors and accolades — all of which express the voice of the customer. Only those with a 4 or 5 star rating receive the Spectrum Award.

For more information about ChangeMyRate.com, call 562-981-7700 or go online to www.ChangeMyRate.com. Visit its Star Page at <https://awards.citybeatnews.com/ChangemyrateCom-Long-Beach-CA>.

The Stirling Center includes a learning and resource center with courses, team training and support, executive coaching, articles, and case studies focused on excellence. Its objective is to enable and encourage excellence across many fields, wherever it can. The Stirling Center, www.stirlingcenter.org, recognizes service excellence in both commercial businesses such as those served by City Beat News, and its "life" and "public service" divisions.

City Beat News and The Stirling Center are located in Lapeer, Michigan. For more information, call 866-732-9800 or go online to www.citybeatnews.com.

Jamie Rawcliffe
City Beat News
866-732-9800
[email us here](#)

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