



Service worth Smiling about!

Trident Customers have given us a Net Promoter Score of **88**

What is a Net Promoter Score?

NPS = % Promoters - % Detractors

The Net Promoter Score (NPS) is based on one question we ask our customers: How likely are you to recommend us? Respondents reply on a scale from 0–10: scores from 0–6 are considered detractors, and 7–8 are passive, yet satisfied. 9–10 are promoters, the most loyal and enthusiastic customers. A company’s NPS is calculated by taking the percentage of promoters and subtracting the percentage of detractors, resulting in a score from -100 to 100. By looking at our scores and accompanying reviews, we can see what we are doing well and what we need to improve.

How do we Compare?



“Very professional and friendly at the same time. Quick response to questions and knowledgeable in all areas of the transaction.”

“Everyone I communicated with from Trident was friendly, clear, and responsive.”

“I received an email or phone call within minutes when I had a question or concern.”

“Trident makes for a seamless transaction from start to finish!”

Trident Mortgage Company^{LP} is licensed by the Pennsylvania Department of Banking and Securities as a Mortgage Lender. Licensed by the New Jersey Department of Banking and Insurance. Licensed lender, Office of the Delaware State Bank Commissioner. All loans subject to credit approval. Trident Mortgage Company^{LP} NMLS ID: 111942 | MKT.2018.023.1



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NMLS # 137193