



ANNOUNCEMENT.....#09-19 July 1, 2009

To: Our Valued Customers

Re: Customer Service Survey Results

I would like to take a moment to thank you for participating in our recent survey. We are very proud to announce that we scored overall above average in each category. We appreciate your time and candor. Please be assured that while we have scored above average, there are areas that can be improved. Rest assured we will be working on these items.

Once again, thank you for your participation.

Vince Parlove
President

Below you will find the results of the survey along with a message from the department manager:

| 1. How would you rate your Account Executive? | | | | | |
|--|--------------------------|----------------------|----------------|----------------------|------------------|
| | Needs Improvement | Below Average | Average | Above Average | Excellent |
| Communication (returning phone calls and e-mails) | 3 3% | 1 1% | 9 8% | 22 18% | 84 71% |
| Product Knowledge (FHA, Conforming, Rural Development) | 2 2% | 0 0% | 9 8% | 28 24% | 79 67% |
| Overall performance | 1 1% | 1 1% | 8 7% | 26 22% | 83 70% |

As the leader of our sales team I believe strongly that our AE's must be completely engaged and pro-active in the loan process. It is important they act as an advocate for you, our customer, while maintaining quality and integrity. This requires an ability to not only give the good news!!!. But, to have the fortitude to work through tough issues with our underwriting staff and deliver bad news in a timely manner when appropriate. It is our goal at Michigan Mutual, Inc. to deliver World Class service throughout the lending process. The results of our initial survey indicate that our Account Executives are delivering at a high level.

We work hard to build a team approach to lending. In the long run, loans close when everyone is on the same page.

Thanks for your business. We will keep working to earn more!!!

Carl Manoogian
Vice President of Sales

2. How would you rate the Registration Department?

| | Needs Improvement | Below Average | Average | Above Average | Excellent |
|---|-------------------|---------------|-----------|---------------|-----------|
| Registration process via the web site | 1 1% | 0 0% | 27 24% | 35 31% | 50 44% |
| Flow of conditions to the underwriting department | 1 1% | 2 2% | 29 26% | 40 35% | 41 36% |
| Overall performance | 1 1% | 1 1% | 28 25% | 38 34% | 45 40% |

On behalf of the Registration Department, thank you for taking the time to respond and comment on our survey. After reviewing your responses it appears our new method of receiving documents via the website has been embraced and well received. You will continue to see our system enhanced, as it is the goal of the registration department to provide our customers the tools necessary to originate quality loans quickly. Please feel free to contact the registration any time if you have questions regarding a file submission at registrations@michiganmutual.com.

Justin Peshke
Assistant Vice President of Sales/Operations Michigan Mutual, Inc

3. How would you rate the Underwriting Department?

| | Needs Improvement | Below Average | Average | Above Average | Excellent |
|---------------------------------------|-------------------|---------------|-----------|---------------|-----------|
| Disposition turn time | 2 2% | 6 5% | 33 29% | 41 36% | 31 27% |
| Communication with broker | 3 3% | 0 0% | 29 25% | 35 30% | 48 42% |
| Consistency in underwriting decisions | 4 4% | 10 9% | 31 27% | 30 26% | 39 34% |
| Overall performance | 2 2% | 1 1% | 38 33% | 31 27% | 42 37% |

As the underwriting manager, your feedback is very important to me. The underwriting turn times were mentioned several times and I am aware of the need to improve this area. Thanks to your business, our production has increased to a level that requires us to make some internal changes. Some of these changes include adding the necessary staffing, and I am pleased to announce the addition of two new FHA underwriters. We appreciate your business and will continue to do what is necessary to provide you with the service you have come to expect from MMI.

Sincerely,

Amy Fisher
Vice President of Underwriting

4. How would you rate the Closing Department?

| | Needs Improvement | Below Average | Average | Above Average | Excellent |
|--|-------------------|---------------|-----------|---------------|-----------|
| Ease of ordering closing documents | 3 3% | 2 2% | 21 19% | 37 33% | 50 44% |
| Document delivery to your title company | 3 3% | 0 0% | 20 18% | 34 30% | 55 49% |
| Are funds delivered to the title company timely manner | 1 1% | 0 0% | 27 24% | 29 26% | 55 49% |
| Overall performance | 1 1% | 1 1% | 22 20% | 38 34% | 49 44% |

The Michigan Mutual Closing department takes great pride in maintaining prompt, accurate and hard working reputation. Your survey responses were reviewed and appreciated. We will continue to improve our processes through automation and feel those changes will improve our closing package return times as well as accuracy. In July we will introduce our automated closing request form which we believe will streamline the closing request process and help reduce confusion. We appreciate your business and continue to take the necessary steps to provide you with the best service possible now and in the future.

Thank you,

Jeff Sugar
Vice President

Thank you for your business and continued support!