

**As Seen In... Forbes, December 5, 2011**

# Strong Customer Focus Leads to Continued Growth for George Mason Mortgage, LLC



From left: Jim Foley, Executive Vice President, Maryland; Bob Brower, President and Bill Landon, Executive Vice President, Virginia

*“George Mason Mortgage is ‘top drawer’ and my personal choice for home financing. With all the uncertainty and chaos in the real estate and mortgage industries, it is critically vital to make the right choice. The outstanding George Mason Mortgage team are highly professional, personable, honest and focused on servicing the client.”*

— Dr. Alan W. White, Lovettsville, Va.

While most of the mortgage industry hunkered down anticipating a grim market in 2011, Fairfax, Va.-based regional lender George Mason Mortgage, LLC flourished. By focusing on over-the-top customer service and flawless execution, the full-service lender increased its volume by 36 percent and grew its workforce by 38 percent during the first three quarters of the year. A landmark in the Capital Region for many years, the company consistently ranks among the top lenders in the area, making this level of growth even more remarkable.

According to President Bob Brower, much of the credit for George Mason Mortgage’s success goes to its staff’s unyielding commitment to customer satisfaction. “Every member of our team is committed to being extraordinary at what our customers value. We’ve earned a reputation for reliably delivering what we promise. It’s not surprising to me that experienced professionals who value integrity, communication and reputation are attracted to join our team.”

“It is exciting to be part of an organization experiencing explosive growth,” says Lori A. Soltas, vice president, loan processing, who has been with George Mason Mortgage for more

than 16 years. “We have very experienced senior management who understand the constantly changing landscape of mortgage banking, but also understand that great organizations are built with great people. It’s important to me to be part of a company that sincerely cares about its people and customers. I’d never think about working anywhere else.”

State-of-the-art technology that contributes to a hassle-free customer experience, in-demand products such as construction-to-permanent loans and the support of its parent company, Cardinal Bank, all contribute to George Mason Mortgage’s exceptional reputation among referral sources including realtors, attorneys, CPAs and others. Kathleen Quintarelli, of Weichert Realtors, notes, “George Mason Mortgage offers the rare combination of top-notch service and competitive pricing. They close every deal on time, which is difficult given the ever changing regulations.”

“Uncertainty” may continue to be the industry buzzword, but the outlook for George Mason Mortgage remains strong. “We will continue to capitalize on opportunities to grow while always remaining dedicated to delivering the best customer experience in the industry,” says Brower.

**GEORGE MASON  
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