



News Release

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SunTrust Mortgage Ranked Highest in Overall Customer Satisfaction by J.D. Power and Associates in 2008 Primary Mortgage Origination Study

RICHMOND, VA — SunTrust Mortgage, Inc. was ranked Highest in Customer Satisfaction in a recent study conducted by J.D. Power and Associates that evaluated the top national mortgage lenders on their origination process for first mortgage loans. Customers rated lenders in three key areas including the application/approval process, interaction with the loan officer or mortgage broker, and the closing experience. SunTrust Mortgage performed well in three factors with an overall satisfaction index score of 790, scoring above the industry average of 757. The study was based on responses from more than 4,200 first mortgage customers across the United States who obtained mortgages between July 2007 and June 2008.

“We are extremely pleased to be ranked highest in customer satisfaction by J.D. Power and Associates for our exceptional customer service,” said Sterling Edmunds, Jr., president and CEO, SunTrust Mortgage, Inc. “We work very hard to earn our customers’ trust, and nothing is more important to us than hearing that our customers believe we are doing a good job in meeting and exceeding their expectations. This recognition validates our long-standing focus on building customer relationships and our passion to help customers be successful homeowners through responsible lending.”

According to J.D. Power and Associates, in such an uncertain environment, it becomes especially important for lenders to re-establish trust with customers through the loan officer relationship.

This year's results mark the second time SunTrust Mortgage was ranked highest in overall customer satisfaction in J.D. Power and Associates' Primary Mortgage Origination Studies, now in its fourth year. SunTrust Mortgage was first included in J.D. Power and Associates mortgage studies in 2002, and customers have continued to rate the company above the industry average every year since then.

As of June 30, 2008, SunTrust Mortgage has originated/purchased more than \$21.1 billion in mortgage loans for customers across the United States.

SunTrust Mortgage, Inc. is a wholly-owned subsidiary of SunTrust Bank, one of the nation's largest banking institutions, serving a broad range of consumer, commercial, corporate, and institutional clients. As of June 30, 2008, SunTrust had total assets of \$177.4 billion and total deposits of \$119.8 billion. Headquartered in Richmond, VA, SunTrust Mortgage originates loans through 205 locations in SunTrust markets and adjacent states, maintains correspondent and broker relationships in 49 states, and services mortgage loans in 50 states and the District of Columbia. SunTrust Mortgage's internet address is www.suntrustmortgage.com.

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