



2013 Five Star Real Estate Agent



Left to right: Dominic Caruso, 2013 winner Matt Hernacki

Matt Hernacki

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As seen in *Chicago magazine*



2013 Chicago Five Star Real Estate Agents

Five Star Professional partnered with *Chicago* magazine to identify real estate, mortgage and insurance professionals in the Chicago area who deliver outstanding service and client satisfaction. The Five Star Professional research team contacted thousands of recent homebuyers, as well as other consumers. Clients may also submit evaluations online. Phone, mail and online respondents rated their service professional on criteria such as overall satisfaction and whether they would recommend the provider to a friend. The research methodology allows no more than 7 percent of professionals in each category to receive the award.

Professionals who satisfied each of the following

objective criteria were named a 2013 Chicago Five Star Real Estate Agent, Five Star Mortgage Professional or Five Star Home/Auto Insurance Professional:

1. Received a qualifying client satisfaction rating.
2. Satisfied the applicable state licensing requirements.
3. Actively employed as a licensed professional for a minimum of three years.
4. Favorable regulatory and complaint history review.
5. Satisfied minimum client volume or production on a one-year and three-year basis (number and volume of transactions or number of client households served).

Research DISCLOSURES

Five Star Professional surveyed Chicago area residents who purchased a home priced at more than \$150,000 within a 12-month period (March 2012 to March 2013). The final list of 2013 Chicago Five Star Real Estate Agents is a select group, representing less than 3% of real estate agents in the area. Evaluations were collected by mail, phone and online at www.fivestarpromotional.com/homesurvey.

- The 2013 Five Star Real Estate Agents, Mortgage Professionals and Home/Auto Insurance Professionals do not pay a fee to be included in the research or the final list.
- Each professional is screened against state governing bodies to verify that licenses are current, and no disciplinary actions are pending.
- The inclusion of a real estate agent, mortgage professional or insurance professional on the final lists should not be construed as an endorsement by Five Star Professional or *Chicago* magazine.
- The research process incorporates a statistically valid sample in order to identify the professionals in the local market who score highest in overall satisfaction. These professionals are not included on the list unless their score is statistically valid.

For more information on the Five Star award and the research/selection methodology, go to www.fivestarpromotional.com.

“The research methodology is designed to identify professionals who meet or exceed objective evaluation criteria associated with providing quality services to clients.”

— Alexandra Saul, Research Director,
Five Star Professional