



NEWS RELEASE

Offerpad's Simple Real Estate Solutions Drive Greater Customer Satisfaction During Heightened Market Uncertainty

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CHANDLER, Ariz.--(BUSINESS WIRE)-- To say the real estate market has changed over the last year is an understatement. Volatility and uncertainty in the market have added to reasons why consumers value streamlined, tech-enabled real estate solutions. **Offerpad** (NYSE: OPAD), a leading real estate tech company built to simplify home buying and selling, has been providing consumers options when it comes to how they buy and sell a home since 2015. Its most recent **customer service rating of 92%**¹ confirms the company's services are filling a vital void in today's fluctuating marketplace.

(Graphic: Business Wire)

In fact, in its recently updated rankings of the country's top six

iBuyers, Clever2 rated Offerpad #1 for being "the most flexible, **has the best customer service**, and also offers **free local moves**."

Customers seeking speed, convenience, knowledge

In the massive and evolving \$2.3T³ real estate market, customer service plays a pivotal role, especially in an industry that's becoming increasingly more technology driven. In **research from PwC** nearly 80% of American consumers point to speed, convenience, knowledgeable help and friendly service as the most important elements of a positive customer experience. Offerpad combines those elements and works continually to ensure its proprietary technology platform complements the human side of the customer experience – one of the company's key differentiators in the real estate space.

“Offerpad is here for one reason – to help our customers with one of life’s most important decisions: buying and selling a home,” emphasized Offerpad VP of Customer Experience, Joe O’Donnell. “Our innovation and creativity are redefining residential real estate, but it’s our people who bring it all home for our customers.

“It’s not just a business or transactional relationship we build with customers – it’s personal, because homes are personal. That’s how we build customer loyalty. And we’re extremely proud that our customer satisfaction rating bears that out quarter after quarter and, more importantly, customer after customer.”

The perfect solution

Offerpad helps customers choose their best way to sell their home with options including competitive **cash offers** for a shortened sale cycle or listing with perks like home improvement advances with no up-front costs to help maximize their sale price. By **bundling Offerpad services** with a home loan through **Offerpad Mortgage, LLC** (where available), customers can even save up to \$4,000 on their transactions.*

“Offerpad was the perfect solution for selling my home,” said Fenton, MO homeowner Lucas G. in his five-star review of Offerpad. “Trying to stage my home with three young kids was going to be next to impossible. Offerpad gave me a great price for my home and the flexibility to make the move to my new home amazing.”

“Has to be the smoothest home selling process around. I was able to move up my closing date with no worries, and the staff was super friendly and always available to answer any questions we had.” Melissa W. | Locust, NC

1 Based on survey of approximately 140 customers who sold their home to Offerpad in Q1 2023

2 Delgado, Michelle. **The 6 Best iBuyer Companies Ranked & Reviewed**. Updated April 21, 2023

3 US Census & National Association of REALTORS®

* Offerpad Bundle Rewards are delivered as buyer commission rebates, lender credits, reduced Offerpad EXPRESS service fee, or seller credits. Offerpad Bundle Rewards are not available for solutions purchased under Offerpad’s Agent Partnership Program or Homebuilder Services program. Additionally, Offerpad Bundle Rewards cannot be combined with any other Offerpad discount, credit, or seller/buyer concession. All components of a bundle (sell transaction, buy transaction and home loan) must be completed within a 6-month time frame to qualify as being part of a bundle. Offerpad Bundle Rewards is not available in Alabama, Kansas, Missouri and Tennessee. Terms and conditions apply. Rewards, savings and discounts vary and may not be available in all states or situations. Speak with an Offerpad Solutions Advisor or Solutions Expert for details. Subject to terms and conditions available at <https://www.offerpad.com/terms-of-use/>. **Offerpad Mortgage** services not available in all states. Rates, terms and availability subject to change without notice.

About Offerpad

Offerpad's mission is to deliver the best home buying and selling experience. From cash offers and flexible listing options to mortgages and buyer services, Offerpad has been helping homeowners since 2015. We pair our local expertise in residential real estate with proprietary technology to put you in control of the process and help find the right solution that fits your needs. Visit **Offerpad.com** for more information.

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