

# About Integra, your Real Estate & Mortgage COACH™

**Integra Real Estate & Mortgage** is an independent service provider to real estate broker and mortgage broker located in Kirkland, in the heart of the Seattle-King County metropolitan area. The company has been in business since 1983. We provide high-quality real estate and mortgage consulting services to buyers, sellers and owners of residential real estate throughout Washington State.

**Our services** provide our clients a rewarding and fulfilling experience both during and between transactions. We are dedicated to creating advocates for our business by providing world-class value to each client, so they are ecstatic about both the results of the transaction and the service they experience with us. When our clients are ecstatic, they become our advocates. Over 90% of our business comes from referrals from friends and clients, based on our providing world-class value. Our advocates consider us their real estate and mortgage broker and information resource for their lifetime; they refer their friends, family and associates to us and they call us first whenever they have a question or a need related to a real estate or mortgage matter.

**Our broker, Ed Irwin**, has been a mortgage broker since 1983, a real estate broker since 1978 and a lawyer since 1967. He doesn't practice law; instead he helps people buy, sell and finance their homes and how to optimize their financial opportunity in real estate. Ed is an active member of the Washington State Bar Association.

**Our approach** is to not "sell" anything. Instead, we view our company as a consultant, a true real estate and mortgage COACH™. Our function is to provide our clients full disclosure information about the real estate and mortgage business and show them how to best accomplish their objectives. We do that exceedingly well.

**We treat our clients** like family and provide them a higher level of service and accountability. We invest 100% of our time serving their real estate and mortgage needs, rather than out prospecting for our another new client. When working with a client, the only result acceptable for us is that they are ecstatic with the way we serve them. We focus on our clients' goals and needs and not just the immediate transactions, so that they will tell their friends, family and associates about the wonderful experience they have had working with us. We provide them with a high level of WOW service.

## Our goal is to be your personal Real Estate and Mortgage COACH™ for life!

### Integra is a member of:

- NAMB, the National Association of Mortgage Brokers
- WAMB, the Washington Association of Mortgage Brokers
- SKCAR, the Seattle-King County Association of Realtors
- WAR, the Washington Association of Realtors
- NAR, the National Association of Realtors
- NWMLS, the Northwest Multiple Listing Service
- Upfront Mortgage Brokers Association

### Our Core Values

- Integrity
- Honesty
- Loyalty
- Individual worth and dignity
- Results-oriented accountability
- High ethical and moral standards

### Our Credo:

- We treat our clients with the utmost dignity and respect
- We exceed our client's expectations
- All our actions are in the long-term interests of both the company and our clients