



In association with:



PROFESSIONAL HOME BUILDERS INSTITUTE OF ALBERTA



The Alberta
New Home
Warranty
Program

Press Release

J.D. Power and Associates Reports:

Jayman Modus Calgary Achieves Builder of Excellence Distinction in the Alberta Multi-Family Home Market

WESTLAKE VILLAGE, Calif.: 13 April 2013 — Jayman Modus Calgary has been recognized as a J.D. Power Builder of Excellence for providing outstanding service and high customer satisfaction to buyers of new, multi-family homes, according to the J.D. Power and Associates 2013 Alberta Multi-Family New-Home Builder Customer Satisfaction Study.SM

The study measures satisfaction among new homebuyers throughout the new-home purchase and early ownership experiences with builders in Alberta, and is conducted in association with the Professional Home Builders Institute of Alberta.

To achieve this distinction, a home builder must perform within the top 20 per cent of customer satisfaction scores, which are based on benchmarks established in J.D. Power and Associates' customer satisfaction research. Customer satisfaction is measured across seven factors: builder's service/warranty staff; builder's sales process/staff; home readiness; building/shared features; workmanship/materials; price/value; and physical design elements.

Compared with the Alberta regional average, Jayman Modus Calgary performs particularly well in builder's sales process/staff; home readiness; service/warranty staff; workmanship/materials; and building/shared features.

"We find that the high-performing builders in this segment that typically perform well in the satisfaction factors not only reap the benefits of satisfied customers, but they may also potentially generate sales leads through referrals and, thus, increase their bottom line," said Dale Haines, senior director of the real estate and construction practice at J.D. Power and Associates.

"Congratulations to the 2013 Builder of Excellence. The Professional Home Builders Institute of Alberta is proud to offer customer satisfaction surveying to all Alberta new-home builders," said Angela Tripathy, chief corporate officer at The Professional Home Builders Institute. "Receiving this award proves that the builder has embraced the core values of service excellence and made them an integral part of their customer care experience."

About J.D. Power and Associates

Headquartered in Westlake Village, Calif., J.D. Power and Associates is a global marketing information services company providing forecasting, performance improvement, social media and customer satisfaction insights and solutions. The company's quality and satisfaction measurements are based on responses from millions of consumers annually. For more information on car reviews and ratings, car insurance, health insurance, cell phone ratings, and more, please visit JDPower.com. J.D. Power and Associates is a business unit of The McGraw-Hill Companies.

About The McGraw-Hill Companies

The McGraw-Hill Companies (NYSE: MHP), a financial intelligence and education company, signed an agreement to sell its McGraw-Hill Education business to investment funds affiliated with Apollo Global Management, LLC in November 2012. Following the sale closing, expected in early 2013, the Company will be renamed McGraw Hill Financial (subject to shareholder approval) and will be a powerhouse in benchmarks, content and analytics for the global capital and commodity markets. The Company's leading brands will include: Standard & Poor's, S&P Capital IQ, S&P Dow Jones Indices, Platts, Crisil, J.D. Power and Associates, McGraw-Hill Construction and Aviation

Week. The Company will have approximately 17,000 employees in more than 30 countries. Additional information is available at www.mcgraw-hill.com.

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