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eePulse Helps InterFirst Improve Customer Satisfaction

ANN ARBOR, Mich. – February 18, 2003 –InterFirst Wholesale Mortgage Lending, a division of ABN AMRO Mortgage Group, Inc., and the nation's top wholesale lender, has expanded its contract with eePulse, Inc. InterFirst will use eePulse's Measurecom®, a Web-based relationship management tool, to collect data through its customer base, both internally and externally, in an effort to help achieve enterprise-wide, customer satisfaction initiatives while maintaining a competitive advantage in the marketplace.

Based on the success of the 2002 partnership, InterFirst leaders have chosen to utilize eePulse's Measurecom throughout the entire organization in 2003. Measurecom sends specific questions via e-mail to measure workforce issues, energy and productivity, and monitor external customer concerns, suggestions and comments in real-time on an anonymous basis. InterFirst will use the Measurecom data to supplement its current implementation of Six Sigma quality improvement procedures.

"eePulse's Measurecom solution has proven a successful way of providing InterFirst with important information and feedback from its customers and sales force," states Bev Wender, InterFirst senior vice president. "In order to meet a customer's needs, InterFirst must discover what that customer wants. Measurecom enables InterFirst to identify and close any gaps that may exist between customer needs and the services it offers. This increased communication will help InterFirst know what is going on within its organization at an enterprise level, take action and truly fulfill the needs of its customers. Right now, InterFirst's biggest challenge is accomplishing this while still achieving record origination volumes."

About eePulse, Inc.

eePulse, Inc. delivers relationship management tools designed to improve the performance of any organization. Productivity enhancement comes from utilizing Pulse Reports™ of issues and trends reported by stakeholders. Pulse Reports provide management with synthesized information that allows them to act quickly on opportunities and solve problems today. The core of the eePulse solution is actionable data obtained through Measurecom®, a Web-based measurement and communication software package that powers Pulse Reporting and the next frontier in management science, Data and Dialogue-Driven (3D) Leadership™. Headquartered in Ann Arbor, MI, please visit www.eepulse.com or call 734-996-2321 for more information.

About InterFirst Wholesale Mortgage Lending

Headquartered in Ann Arbor, Michigan, InterFirst Wholesale Mortgage Lending is consistently one of the nation's top wholesale and correspondent lenders. From its inception, InterFirst has created and maintained its position as an innovative market leader by responding to the needs of its customers with personalized service, training, and marketing support. InterFirst Wholesale Mortgage Lending is a division of ABN AMRO Mortgage Group, Inc.

About ABN AMRO Mortgage Group, Inc.

ABN AMRO Mortgage Group is the fifth largest loan originator and seventh largest loan servicer in the United States. ABN AMRO Mortgage Group produces mortgage loans and provides related services through its various divisions including InterFirst Wholesale Mortgage Lending, LaSalle Home Mortgage, ABN AMRO Mortgage, ABN AMRO National Lending Center, ABN AMRO Apartment Lending and ABN AMRO Mortgage Capital Markets. ABN AMRO Mortgage Group has more than 2,600 employees located throughout the United States.

About ABN AMRO

ABN AMRO Mortgage Group, Inc. is an indirect subsidiary of Netherlands-based ABN AMRO Bank N.V., one of the world's largest banks with total assets of (EUR) 614.6 billion and a presence in more than 3,500 locations in over 70 countries and territories. ABN AMRO is organized into three autonomous strategic business units responsible for managing wholesale clients, consumer and commercial clients, and private clients and asset management.

In North America, ABN AMRO is headquartered in Chicago and has nearly \$90 billion in assets. Subsidiaries include LaSalle Bank in Chicago, and Standard Federal Bank in Michigan.

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