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Zillow Forms New Customer Support Team Exclusively For Real Estate Professionals

Hires customer support industry veteran, JR Gast, to lead new team; Team to handle support issues for MLS and brokerage direct feeds

SEATTLE, Jan. 13, 2015 /PRNewswire/ -- Zillow, Inc. (NASDAQ: Z), the leading real estate information and home related marketplace, today announces the formation of a new customer support team specifically to support MLSs and brokerages who send direct feeds to Zillow, as well as providing support to agents and brokers who use Zillow services.

Zillow has hired experienced customer support expert JR Gast to lead the new Client Experience and Account Management Team as director of client experience and account management. Gast brings nearly 15 years of customer support experience to Zillow. Prior to joining Zillow, Gast served as a senior director of global support for online music service Rhapsody, helping 2 million customers across 35 countries.

"We are developing a new, world class customer support experience," said Greg Schwartz, Zillow chief revenue officer. "Real estate professionals have very different needs than the consumers who use Zillow, and they need a dedicated team of people who can quickly resolve any issues that may arise. Under JR's experienced leadership, this team is streamlining the customer experience and taking customer support at Zillow to a new level."

In addition to providing customer support to agents and brokers, the new team has a specialized group of support specialists who will focus on direct feeds, including multiple listing services and brokerage feeds, as well as the new Zillow Data Dashboard. Now, customer support will be available to industry professionals seven days a week.

"I'm very excited to be building this world class support team from the ground up," said Gast. "Real estate pros are critical to Zillow's success, and my team will ensure that the services we are providing them are working flawlessly. I'm looking forward to making the customer support experience as seamless as possible."

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About Zillow, Inc.

Zillow, Inc. (NASDAQ:Z) operates the leading real estate and home-related information marketplaces on mobile and the Web, with a complementary portfolio of brands and products that help people find vital information about homes, and connect with the best local professionals. Zillow's brands serve the full lifecycle of owning and living in a home: buying, selling, renting, financing, remodeling and more. In addition, Zillow offers a suite of tools and services to help local real estate, mortgage, rental and home improvement professionals manage and market their businesses. Welcoming more than 74 million unique users in November 2014, the Zillow, Inc. portfolio includes Zillow.com®, Zillow Mobile, Zillow Mortgages, Zillow Rentals, Zillow Digs®, Postlets®, Diverse Solutions®, Mortech®, HotPads™, StreetEasy and Retsly™. The company is headquartered in Seattle.

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