



Customer Satisfaction Survey

Name (optional): LARRY KELSEY

Testimonial (optional): you guys did what a MAJOR BANK could not get done. THANK YOU

When advertising, may we use your name with the testimonial? Yes No

1. How did you hear about Hi-Tech Mortgage? Please be as specific as possible:
 Internet Radio Print Ad Drove by Office Referred by Pelman & Assoc.
 Other _____

2. Overall, how well did Hi-Tech Mortgage meet your expectations in the following areas?

	<u>Very Much</u>	<u>Somewhat</u>	<u>Neutral</u>	<u>Not Much</u>	<u>Not At All</u>
a. Ease of process	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Overall satisfaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. Would you use Hi-Tech Mortgage again?
 Yes No Maybe

4. Would you refer a friend or family member to Hi-Tech Mortgage?
 Yes No Maybe

6. Who was your Loan Officer? Lonnie Stevenson Please rate your Loan Officer on the following:

	<u>Very Much</u>	<u>Somewhat</u>	<u>Neutral</u>	<u>Not Much</u>	<u>Not At All</u>
a. Professional/Courteous	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Knowledgeable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Available when called	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Returned calls promptly	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Helpful	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Loan closed on time	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Overall satisfaction	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

7. What is the single most important improvement Hi-Tech Mortgage could make to increase your satisfaction?
GET MORE PEOPLE LIKE JOE PERRIN

8. Any other comments? Were you happy with the other service providers for this transaction (REALTOR®, Appraiser, Escrow Officer)?
VERY PLEASED WITH EVERYONE

Thank You