HI-TECH MORTGAGE, INC.

Expedient and Professional Service

Customer Satisfaction Survey

Name (optional): [redacted]

Testimonial (optional): _____

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 BRIAN SKUA
   ☐ Other _____

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

	Very Much	Somewhat	Neutral	Not Much	Not At All
a. Ease of process	☒	☐	☐	☐	☐
b. Overall satisfaction	☒	☐	☐	☐	☐

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? KEVIN SKUA Please rate your Loan Officer on the following:

	Very Much	Somewhat	Neutral	Not Much	Not At All
a. Professional/Courteous	☒	☐	☐	☐	☐
b. Knowledgeable	☒	☐	☐	☐	☐
c. Available when called	☒	☐	☐	☐	☐
d. Returned calls promptly	☒	☐	☐	☐	☐
e. Helpful	☒	☐	☐	☐	☐
f. Loan closed on time	☒	☐	☐	☐	☐
f. Overall satisfaction	☒	☐	☐	☐	☐

7. What is the single most important improvement Hi-Tech Mortgage could make to increase your satisfaction?

   NOTHING. KEVIN WAS GREAT AT EXPLAINING EVERYTHING.

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

   I TRIED TO REFI EARLIER IN 2014 (SEPTEMBER). KEVIN CONTACTED ME AND TOLD ME ABOUT A NEW - MONEY SAVINGS OPTION IN MARCH 2015; SAVING ME $600.00/MONTH. THANKS KEVIN

Thank You