



Customer Satisfaction Survey

Name (optional): Gregg & Lori Johnson

Testimonial (optional): By far the best team to process our home loan!

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 Realtor
Linda Wake
- 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 checked="" type="checkbox"/> | <input 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? Scott Stockman 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 checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. 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?

nothing - it was the smoothest transaction we ever experienced.

In California we processed over 12 loan processes with properties & this transaction with Hi-Tech - Scott & Joe was by far the best!

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

Scott put together a team that was able to process our transaction quickly, accurately and with ease. He worked with our Realtor, set up appraiser & worked with escrow & insurance to make it all happen in a record 20 days.

Thank You

Thanks for having such a great crew. We will definitely use them in the future!