



**Customer Satisfaction Survey**

Name (optional): JEANNE TUNERS / CATHERINE O'SULLIVAN

Testimonial (optional): BARBARA WAS VERY KNOWLEDGEABLE & EFFICIENT DURING THE PROCESS

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 Heidi Thomas  
 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? BARBARA PRODOCK 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?  
None

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

**Thank You**