



Customer Satisfaction Survey

Name (optional): MICHAEL & ESTER WELLS

Testimonial (optional): DEAR SCOTT & JOE, EVEN THOUGH THIS WAS A VERY DETAILED AND COMPLICATED TRANSACTION OVERALL THIS WAS THE SMOOTHEST AND MOST EFFICIENT LOAN PROCESS AND CLOSING WE HAVE EVER EXPERIENCED. AND.

When advertising, may we use your name with the testimonial? Yes No WE HAVE EXPERIENCED MANY. JOE WAS GREAT!

1. How did you hear about Hi-Tech Mortgage? Please be as specific as possible:
 Internet Radio Print Ad Drove by Office Referred by SLVIA CLARK
 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? JOE PEGORIN 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 NOTED.

8. Any other comments? Were you happy with the other service providers for this transaction (REALTOR®, Appraiser, Escrow Officer)?
THIS WAS THE VERY FIRST TIME AN APPRAISAL WAS NOT REQUIRED ON THE PROPERTY WE WERE BUYING AND FINANCING. THIS CAUGHT US A BIT OFF GUARD, OR BY SURPRISE AS WE WERE HOPING TO HAVE AN APPRAISAL IN ORDER TO PROVIDE SUPPORT OR VALIDATION TO OUR PURCHASE PRICE, I.E. COMPS, ETC.
 Thank You