



**Customer Satisfaction Survey**

Name (optional): JOE & BEATRIZ OCHOA

Testimonial (optional): OUR EXPERIENCE WITH HI TECH MORTGAGE (DARA BADDOCK) WAS OUTSTANDING, VERY PROFESSIONAL YET PERSONABLE.

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 RAY RYBALL (REAL ESTATE AGENT)  
 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	<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? DARA BADDOCK Please rate your Loan Officer on the following:

	Very Much	Somewhat	Neutral	Not Much	Not At All
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"/>
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?  
NO IMPROVEMENT NEEDED.

8. Any other comments? Were you happy with the other service providers for this transaction (REALTOR®, Appraiser, Escrow Officer)?  
WE ~~WERE~~ PURCHASED A HOME THROUGH A SHORT SALE. THE BANK WHO OWNED THE PROPERTY WAS REALLY DIFFICULT TO WORK WITH, NEVERTHELESS DARA BADDOCK WAS ALWAYS ON TOP OF THINGS, EASING A DIFFICULT PROCESS, VERY PROFESSIONAL AND AFTER THE SALE WAS COMPLETE SHE FOLLOWED UP TO ASSURE WE WERE ADJUSTING TO OUR NEW AREA.  
 Thank You