



Customer Satisfaction Survey

Name (optional): Jamie Wiesner

Testimonial (optional): My experience with Hi-Tech Mortgage + Mr. Lonnie Stephenson exceeded my expectations. The process to refi my house was quick and much easier than expected. I am excited about my new lower rate, lower monthly payments and about getting my part of it quicker.

1. How did you hear about Hi-Tech Mortgage? Please be as specific as possible:

- Internet Radio Print Ad Drove by Office
 Other Facebook

Yes No Referred by part of it quicker

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? Lonnie Stephenson 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?

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

Thank You