



Customer Satisfaction Survey

Name (optional): _____

Testimonial (optional): _____

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 Jeri Selman Real Estate
 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? Lonnie Stevenson 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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Returned calls promptly	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Helpful	<input type="checkbox"/>	<input checked="" 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?

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

As this is my first home purchase I have nothing to compare it with. I was very pleased with the entire process. With the original conversation with Lonnie we were told that one of his assistants would be doing the paperwork among other things. He was also very good at his job and a joy to work with.
Thank You