



Customer Satisfaction Survey

Name (optional): [Redacted]

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 _____
 Other Dads friend

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? _____ 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 type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Knowledgeable | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Available when called | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Returned calls promptly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Helpful | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Loan closed on time | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Overall satisfaction | <input 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?
It is never a pleasant process to refinance - Compromises always occur - Dads made this process as smooth as possible

8. Any other comments? Were you happy with the other service providers for this transaction (REALTOR®, Appraiser, Escrow Officer)?
I am so happy to have my 2 mortgages combined at a fixed rate that there is almost no way this process could have left me dissatisfied!

Thank You