



**Customer Satisfaction Survey**

Name (optional): DANNY AND MARY KURTZ

Testimonial (optional): EXCELLANT SERVICE

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 DRAN BAKER  
 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? SCOTT 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 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)?

EVERYTHING WENT PERFECT  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**Thank You**