



# HI-TECH MORTGAGE, INC.

Expedient and Professional Service

## Customer Satisfaction Survey

Name (optional): Stephanie + Nolan Robertson

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  
 Other \_\_\_\_\_

Referred by Linda at Remax Wake

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? Dava Paddock 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?

Dava at Hi-tech met our satisfaction 100% there is nothing she could have done better.

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

Buying a house is supposedly stressful but not when you have Hi-tech on your side! Thank you!

Thank You