

Customer Satisfaction Survey

It gave us great pleasure to arrange your home loan. In order to maintain the highest service standards, one of the things we like to do is monitor our customers' satisfaction. We would appreciate it if you would take a few minutes to answer the following questions.

Please amend or complete the following details as necessary

Borrower: Bob McLean
 Home phone: (888) 222-3333
 Work phone: (888) 555-3333
 Cell phone: _____
 E-mail: ge0houz@yahoo.com
 Birthday: 02/01

Co-Borrower: Jan McLean
 Home phone (if different): _____
 Work phone (if different): _____
 Cell phone (if different): _____
 E-mail (if different): _____
 Birthday: 2/29

Property Address:
 1234 My Property Avenue
 Any City, ST 12345-6789

Mailing Address:
 7777 Sample Avenue
 Sample City, ST 22222-3333

Your Loan Officer:
 Tom Johnson
 NMLS#1234
 (555) 111-1111, x112
 tjohnson@sampleemail.tld



1. Please mark the circle which best describes how satisfied you were with our service against each of the following factors.

	not at all	somewhat	average	above average	very
Professional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Knowledgeable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friendly	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Polite	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accurate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ethical	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hard-working	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Straight-talking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Good listeners	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Please use the space below to note any special qualities that, in your opinion, set us apart from other mortgage companies.

You may use my comments for promotional purposes

3. What is your overall impression of our company?

- very favorable
- favorable
- neither favorable nor unfavorable
- unfavorable
- very unfavorable

4. Would you consider recommending us to a friend, relation or colleague?

Mr/Mrs/Ms: _____

Street: _____

City/State/Zip: _____

Home/work phone: _____

E-mail: _____

5. Do you expect to need any of the following financing during the next 12 months?
 (check all that apply)

- Home improvement loans
- Buying a vacation home
- Lot loans
- Construction financing
- Buying investment properties
- Equity cash-out refinancing
- Refinancing when interest rates drop
- Second mortgage loans
- Buying your next home
- Debt consolidation

6. What can we do to improve your experience?

Thank You for your time

Please refold so that our address is on the outside, seal with tape and drop in a mailbox.



Tom Johnson
NMLS#1234
SAMPLE MORTGAGE COMPANY
1000 Sample Street, Suite 100
Any City, ST 55555-3333

Bob and Jan McLean
7777 Sample Avenue
Sample City, ST 22222-3333

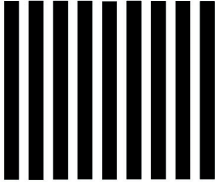
Thank You!

Your comments are important to us

2009 Sample Mortgage Company, Inc. Licensed by the New Hampshire Banking Department 5573-MB. Some products may not be available in all states. This is not a commitment to lend. Rates, terms, fees, and equity requirements are subject to change without notice. Restrictions apply. Equal Housing Lender/Certain content provided by The Turning Point, Inc. and used under license.

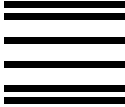


TOM JOHNSON
SAMPLE MORTGAGE COMPANY
1000 SAMPLE ST STE 100
ANY CITY ST 55555-3333



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 11 SAMPLE CITY ST
POSTAGE WILL BE PAID BY ADDRESSEE



Estudio de Satisfacción del Cliente

Ha sido un placer para nosotros poder coordinar el financiamiento de su casa. Con el fin de mantener servicios de alta calidad deseamos saber cuál ha sido el grado de satisfacción de nuestros clientes. Le agradeceremos que tome unos minutos para responder las siguientes preguntas.

Por favor corrija o complete la siguiente información, según sea necesario

Prestatario: Bob McLean

Tel. de hogar: (888) 222-3333

Tel. de trabajo: (888) 555-3333

Cell phone: _____

E-mail: ge0houz@yahoo.com

Cumpleaños: 02/01

Coprestatario: Jan McLean

Tel. de hogar (si es diferente): _____

Tel. de trabajo (si es diferente): _____

Cell phone (si es diferente): _____

E-mail (si es diferente): _____

Cumpleaños: 2/29

Dirección de propiedad:
7777 Sample Avenue
Any City, ST 12345-6789

Dirección de correo:
7777 Sample Avenue
Sample City, ST 22222-3333

Ejecutivo de préstamos:
Tom Johnson
(555) 111-1111, x112
tjohnson@sampleemail.tld

1. Por favor defina del 1 (en lo absoluto) al 5 (excelente) lo que más se apega a su experiencia con nuestros servicios en cualquiera de las siguientes categorías.

	En lo Absoluto		Promedio		Excelente
Profesional	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bien informado	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amigoso	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicio	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cortés	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Puntual	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preciso	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Eficiente	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Etico	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trabajador	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Directo	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Atento	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Mucho le agradeceremos que utilice el siguiente espacio para que nos diga cuáles son las cualidades que usted cree que nos distinguen de otras compañías hipotecarias.

Puede utilizar mis comentarios para propósitos promocionales

3. ¿Qué opinión tiene de nosotros a la fecha en general?

- muy favorable
- favorable
- ni agradable ni desagradable
- desagradable
- muy desagradable

4. ¿Consideraría recomendarnos a un amigo, la relación o el colega?

Sr./Sra./Srita: _____

Calle: _____

Ciudad/Edo./C.P.: _____

Tel. de hogar/trabajo: _____

Correo electrónico: _____

5. ¿Espera necesitar para cualquiera del financiamiento de siguiente durante los próximos 12 meses?

(marque todo lo que proceda)

- Préstamo para mejorar su casa
- Compra de casa para vacacionar
- Préstamo para un lote
- Préstamo para construcción
- Préstamo para propiedad de inversión
- Refinanciamiento con equidad
- Refinanciamiento si el interés baja
- Segunda hipoteca
- Compra de una segunda casa
- Consolidación de deudas

6. ¿Qué podemos hacer mejor para su experiencia?

Gracias por su tiempo

Por Favor doble este cuestionario se indica, séllelo con cinta y envíelo por correo.



Tom Johnson
NMLS#1234
SAMPLE MORTGAGE COMPANY
1000 Sample Street, Suite 100
Any City, ST 55555-3333

Bob and Jan McLean
7777 Sample Avenue
Sample City, ST 22222-3333

¡Gracias!

Sus comentarios son importantes a nosotros

2009 Sample Mortgage Company, Inc. Licensed by the New Hampshire Banking Department 5573-MB. Some products may not be available in all states. This is not a commitment to lend. Rates, terms, fees, and equity requirements are subject to change without notice. Restrictions apply. Equal Housing Lender/Certain content provided by The Turning Point, Inc. and used under license.

TOM JOHNSON
SAMPLE MORTGAGE COMPANY
1000 SAMPLE ST STE 100
ANY CITY ST 55555-3333

PLACE
STAMP
HERE