

Please use blue or black ink. Shade Ovals Like This →

Not Like This →

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**Rate your Loan Officer on the following items:**

Extremely Satisfied	Satisfied	Neither Dissatisfied or Satisfied	Somewhat Dissatisfied	Very Dissatisfied	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Professionalism.....

Responsiveness.....

Explanation of your product and rate options.....

Helping you make an informed decision.....

Meeting deadlines.....

Additional comments about your Loan Officer:

**Rate the overall loan process on the following items:**

Extremely Satisfied	Satisfied	Neither Dissatisfied or Satisfied	Somewhat Dissatisfied	Very Dissatisfied	No Opinion
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Additional comments about the loan process:

**The next time you need home financing, how likely is it that you will use us?**

Definitely will    Probably will    Might or might not    Probably will not    Definitely will not

**Would you recommend us to your family, friends and associates?**

Definitely will    Probably will    Might or might not    Probably will not    Definitely will not

**What is the one thing we could do to improve our service the most?****If you have a referral now, please fill in the person's name and phone number below:**

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

**What factors influenced you most in choosing us as your mortgage company? (SHADE all that apply.)**

- |  |   |
|--|---|
| <input type="radio"/> Advertisement                    | <input type="radio"/> NASCAR Sponsorship                                    |
| <input type="radio"/> Company's reputation             | <input type="radio"/> TV Advertisement                                      |
| <input type="radio"/> Convenience/location             | <input type="radio"/> Rates   |
| <input type="radio"/> Direct mail                      | <input type="radio"/> Corporate Web site                                    |
| <input type="radio"/> Lending Tree                     | <input type="radio"/> Mortgage program through my employer                  |
| <input type="radio"/> Loan Officer's reputation        | <input type="radio"/> Referral by accountant, attorney or financial planner |
| <input type="radio"/> Loan Officer's Web site          | <input type="radio"/> Referral by a builder                                 |
| <input type="radio"/> Loan program for employees       | <input type="radio"/> Referral by a realtor                                 |
| <input type="radio"/> My mortgage broker referred me   | <input type="radio"/> Referral by family or friend                          |
| <input type="radio"/> Phone call from the Loan Officer | <input type="radio"/> Superior Loan Product                                 |
| <input type="radio"/> Previous loan with us            | <input type="radio"/> Other: _____  |
| <input type="radio"/> Relocation service               |   |

**Will you allow us to share your survey responses with your loan officer?** Yes No