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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
Professionalism.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Explanation of your product and rate options.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helping you make an informed decision.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Meeting deadlines.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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
Ease of the approval process.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Length of time from application to approval.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accuracy of closing paperwork.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Providing regular updates on the status of your loan.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Efficiency and speed of the closing process.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Servicing of your loan after closing.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Being treated as a valued customer.....	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our overall performance as your mortgage provider.....	<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