

# HOW DID WE DO?

At Newport Shores Mortgage, Inc. we truly want to know how you feel about the way your needs were handled. After you have had a chance to reflect on the entire loan process – please take the time to complete the questionnaire and return it to our offices, using the self addressed stamped envelope supplied.

Again we appreciate your business and rely on you for reliable feedback in order to know where we have excelled or perhaps where we may need to make some improvement.

- 1) **Reliability:** Were we consistent with our service?  Yes  No
- 2) **Communication:** Did we take the time to explain things fully?  Yes  No
- 3) **Understanding:** Were you treated with dignity and compassion in dealing with your situation?  Yes  No
- 4) **Credibility:** Without a doubt, did we work with your interest at heart?  Yes  No
- 5) **Responsive:** Did we return you phone calls in a timely manner?  Yes  No
- 6) **Courtesy:** Were we clean, neat in appearance, and respectful of you?  Yes  No
- 7) **Tangibles:** Were our offices in good condition
- 8) Would you feel comfortable referring your friends and family?  Yes  No
- 9) Did we appear organized and capable?  Yes  No

What impressed you most about our company?

*This was a smoother, very painless process. Very different from past experiences with other companies. Alon is awesome, kept us updated every step of the way!*

If you had to rate us on a scale of 1 - 10 (10 being the best) how would you rate your overall experience with Newport Shores Mortgage and its staff? (Please circle.)

1   2   3   4   5   6   7   8   9    10

Finally, is there anything at all you would recommend as an improvement to the way we handled your situation? (Use the back of this page if needed)

*Not at all!*

Your Name (please print): DARYL McCready Date: 4/30/05