

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 your 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?

Don Roos!! Don always took the time to keep me updated, he explained everything and provided the extra effort and experience ~~than~~ advising me how to improve my credit scores etc. in the future. TRULY AN ASSET!!

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)

Honestly I can't think of anything... it was a pleasurable experience!!!

Your Name (please print): Kelly Lang Date: _____