



# We Appreciate Your Opinion!

1. Would you feel comfortable **strongly** recommending your friends, family and co-workers to call Don Roos for mortgage advice? (Why or why not)

DEALING WITH MR. ROOS (DON) OVER THE LAST 2 YEAR FOR (2) DIFFERENT ITEMS I WOULD FIND THAT HIS HONESTY AND PROFESSIONALISM IS WHAT STOOD OUT FIRST, OUR LAST TIME USING HIS KNOWLEDGE OF HIS CHOSEN PROFESSION SHINED VERY BRIGHTLY

2. What impressed you most about Don Roos and his Team and How would you describe you're overall experience? (please answer with as much detail as possible)

DELIGHTFUL: VERY PERSONABLE WITH A GREAT DEAL OF KNOWLEDGE, IF QUESTIONS YOU ASKED, & HE & TEAM DIDN'T HAVE THE DIRECT KNOWLEDGE, THEY WOULD RESEARCH & GET ANSWERS, WITHIN A VERY TIMELY MANNER.

3. What would you recommend as an improvement to the way we handled your loan? (please answer with as much detail as possible)

HARD ONE: SUCH A SELF-MOTIVATED INDIVIDUAL, HE (DON ROOS) IS ALWAYS LOOKING TO IMPROVE HIS KNOWLEDGE, ONLY TIME WILL INCREASE THIS. IN OUR AREA, OCEAN PINES MD., REVERSE MORTG. MAYBE SOMETHING TO FOCUS ON, AND INCREASE KNOWLEDGE.

4. Did we take the time to explain things fully?  Yes  No

5. Did we return your phone calls in a timely manner?  Yes  No

6. Did we keep you informed by email, letter or phone with each step of the loan process

Yes  No