

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 Yes No *I never saw the office.*
- 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?

Everything! I really cannot express how satisfied I was with your entire staff and all the assistance you gave me.

I was very nervous about the process but you walked me through it and made it very easy. Thanks for everything.

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)

*I can't imagine anything else you could have done.
Thanks again.*

Your Name (please print): Randy L. Comins Date: 3/19/06