

# STATE MORTGAGE

We Listen. We Care. We Deliver.

At State Mortgage we take our motto seriously. We greatly value the opinions, comments and suggestions of our customers. Please take a moment to complete this survey using the scale below. Every member of our team will be evaluated on the feedback we receive. Thank you for your time. We sincerely appreciate your business.

Excellent	Good	Satisfactory	Poor	Very Poor
5	4	3	2	1

**1. Performance of Your Loan Officer** Cody Hayes

Availability	5	5
Promptness in returning your calls/emails	5	
Responsive to your needs throughout the loan process	5	
Provided you with the necessary information about the closing	5	
Professional advice	5	
Made the transaction a positive experience	5	

**2. Performance of Your Loan Processor** Bridget Binella

Professionalism	5	5
Promptness in returning your calls/emails	5	
Responsive to your needs throughout the loan process	5	
Overall experience	5	

**3. Performance of Support Staff**

Loan Assistant	5
Receptionist	5

**4. Performance of Business Partners**

Appraisers	5
Title Company	5

**5. Overall Experience with State Mortgage**

Did we meet the closing date?	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
Was your transaction a positive experience?	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
Would you trust State Mortgage as your business partner again?	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>

Comments/Suggestions: Cody was great!

Print Name Lucy Ketterer Phone Number (602) 620-2344  
 Company John Hall - Assoc Email \_\_\_\_\_

**Did You Know?**

- State Mortgage was ranked the #1 mortgage company to work for in The Valley of the Sun by The Great Place to Work Institute and The Phoenix Business Journal
- State Mortgage was ranked the #3 mid-sized company to work for in The Valley of the Sun by The Great Place to Work Institute and The Phoenix Business Journal
- State Mortgage was ranked #14 on "The List" for 2002 Retail Closed Loan Volume and the second largest mortgage broker in Arizona by The Phoenix Business Journal
- A State Mortgage Loan Officer was ranked #161 nationwide for 2002 Number of Loans by Mortgage Originator Magazine
- A State Mortgage Loan Officer was ranked #4 in Arizona for 2002 Number of Loans by Mortgage Originator Magazine
- A State Mortgage Loan Officer was ranked #70 nationwide for 2002 Top FHAVA Originators by Mortgage Originator Magazine
- A State Mortgage Loan Officer was ranked #5 in Arizona for 2002 Top FHAVA Originators by Mortgage Originator Magazine
- State Mortgage was recognized for benefits of great service by The Phoenix Business Journal!
- State Mortgage is regularly used as a source for market trends by The Wall Street Journal

LOAN: Rodgers 40-04043003 CA 5/26