

# 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

Promptness in returning your calls/emails

Accurate explanations for all your questions

Time it took to complete your loan process

Professional advice

Prepared you for the closing of your loan

Overall experience

5  
5  
5  
5  
5  
5  
5

Great  
Experience

## 2. Performance of Your Loan Processor Bridget Rinella

Professionalism

Promptness in returning your calls/emails

Responsive to your needs throughout the loan process

Prepared you for the closing of your loan

Overall experience

5  
N/A  
5  
5

## 3. Performance of Support Staff

Loan Assistant

Receptionist

N/A

## 4. Performance of Business Partners

Title Company

5

## 5. Overall Experience with State Mortgage

Did we meet the closing date?

Were your closing costs accurate?

Was your transaction a positive experience?

Would you recommend State Mortgage?

definitely  
 YES X NO       
 YES X NO       
 YES X NO       
 YES X NO     

Comments/Suggestions: Mr. Hayes completed a complicated deal on short notice - I would recommend him!!

Signature \_\_\_\_\_

Date 8-9-05

Print Name Dr. Ken Lepinskias

New Home Number (602) 568-1045

The highest compliment we can receive is the referral of your family, friends and business associates. Please consider State Mortgage your trusted advisor for all of your future mortgage needs. We look forward to assisting your family and friends with the purchase or refinance of a home. Please call or note their contact information below and your loan officer will contact and assist them.

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_