

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 5	Good 4	Satisfactory 3	Poor 2	Very Poor 1
----------------	-----------	-------------------	-----------	----------------

1. Performance of Your Loan Officer Cody Hayes

Availability 5
 Promptness in returning your calls/emails 5
 Accurate explanations for all your questions 5
 Time it took to complete your loan process 5
 Professional advice 5
 Prepared you for the closing of your loan 5
 Overall experience 5

2. Performance of Your Loan Processor Bridget Rinella

Professionalism 5
 Promptness in returning your calls/emails 5
 Responsive to your needs throughout the loan process 5
 Prepared you for the closing of your loan 5
 Overall experience 5

3. Performance of Support Staff

Loan Assistant 5
 Receptionist 5

4. Performance of Business Partners

Title Company 5

5. Overall Experience with State Mortgage

Did we meet the closing date? YES NO
 Were your closing costs accurate? YES NO
 Was your transaction a positive experience? YES NO
 Would you recommend State Mortgage? YES NO

Comments/Suggestions:

Cody Rocks!

Signature Kevin Orbaker Date 11/30/2008

Print Name Kevin Orbaker New Home Number _____

Thank you
 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: _____

Name: _____ Phone Number: _____

Orbaker 10-05102602 12/5