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
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 Binella

Professionalism	4 - I did not have as much contact with Bridget to make a complete assessment. Interaction I had was great!
Promptness in returning your calls/emails	
Responsive to your needs throughout the loan process	
Prepared you for the closing of your loan	
Overall experience	

3. Performance of Support Staff

Loan Assistant	
Receptionist	

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 Hayes was particularly efficient, patient and attentive. I highly recommend Cody. Thank you!

Signature Rachel Pitt Date July 15, 2005

Print Name Rachel Pitt New Home Number 602.618.1544

The highest compliment we can receive is the referral of your family, friends and business associates.