

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

5.0

**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

5.0

**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: Absolutely outstanding in every way from first contact to close! Excellent!!!

Signature Kristina Bryant Date 12/16/05  
 Print Name Kristina Bryant New Home Number 486 390 5365

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: \_\_\_\_\_

BRYANT 1005120500 CLOSED 12/21/05