

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
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**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: \_\_\_\_\_

Signature Charlene Kusler Date 5-25-06

Print Name Charlene Kusler New Home Number 623 931 5252

10-06051700 6/2/06

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 refinancing of a home.