



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 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 exceeded my expectations and got me a better deal than I thought possible - He really took the time to →

Signature Audra M. Boyd Date 10-31-05  
 Print Name Audra Boyd New Home Number \_\_\_\_\_

*Know me personally and made the experience a very comfortable experience.*