

**Omega Mortgage Group  
Customer Satisfaction Questionnaire  
Jessica Parker - May 4, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from Omega Mortgage Group?**

- a) Excellent    b) Good    c) Fair    d) Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Neal Kinder and Omega Mortgage Group?**

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

**4. Was there anything Neal Kinder or Omega Mortgage Group could have done to improve the overall experience for you? (please write in below)**

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**5. Was there anything Neal Kinder or Omega Mortgage Group did exceptionally well and that you particularly appreciated? (please write in below)**

*He was willing to take extra time to be kind and get us the lowest rate.*

**6. Would you be willing to recommend Neal Kinder to family members or friends?**

- a) Yes    b) No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Neal Kinder may be able to help?**

Name: Ø    Phone Number: \_\_\_\_\_    Email: \_\_\_\_\_

Name: Ø    Phone Number: \_\_\_\_\_    Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a) Yes    b) No

**First Priority Financial**  
**Customer Satisfaction Questionnaire**  
**Alvin and Erlene Falsken - May 18, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Craig Copeland and First Priority Financial?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

4. Was there anything Craig Copeland or First Priority Financial could have done to improve the overall experience for you? (please write in below)

*Just keep up the efficient, prompt, service, and thanks for the opportunity to have the presence of Craig Copeland.*

5. Was there anything Craig Copeland or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

*Everything went smooth & uncomplicated, nothing we or he couldn't find an answer to.*

6. Would you be willing to recommend Craig Copeland to family members or friends?

- a) Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Craig Copeland may be able to help?

Name: N/A at this time, we will keep communication open with Craig. Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

**First Priority Financial  
Customer Satisfaction Questionnaire  
Lindsay and Michael Brown - May 18, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from First Priority Financial?**

- a) Excellent    b) Good    c) Fair    d) Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Jeff Williams and First Priority Financial?**

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

**4. Was there anything Jeff Williams or First Priority Financial could have done to improve the overall experience for you? (please write in below)**

No. He went above and beyond. There were several times that more papers needed to be signed and he would drive to us for us to sign them.

**5. Was there anything Jeff Williams or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)**

Yes. See above. This happened 3-4 times. He would go out of his way so we didn't have to.

**6. Would you be willing to recommend Jeff Williams to family members or friends?**

- a) Yes    b) No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Jeff Williams may be able to help?** No. We will recommend him ourselves.

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a) Yes    b) No

**First Priority Financial  
Customer Satisfaction Questionnaire  
Kelly Stukey - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from First Priority Financial?**

- a)  Excellent    b)  Good    c)  Fair    d)  Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Vincent Mohr and First Priority Financial?**

- a)  Very Satisfied    b)  Satisfied    c)  Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a)  Knowledge/Professionalism    b)  Service    c)  Integrity    d)  Competitive Rates

**4. Was there anything Vincent Mohr or First Priority Financial could have done to improve the overall experience for you? (please write in below)**

*He was awesome!*

**5. Was there anything Vincent Mohr or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)**

*- Kept me informed - Grateful  
- Worked Hard to keep our time commitment!*

**6. Would you be willing to recommend Vincent Mohr to family members or friends?**

- a)  Yes    b)  No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Vincent Mohr may be able to help?**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a)  Yes    b)  No

**First Priority Financial  
Customer Satisfaction Questionnaire  
John and Caryl Nantze - May 6, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from First Priority Financial?**

- a) Excellent    b) Good    c) Fair    d) Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with O.J. Vallejo and First Priority Financial?**

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

**4. Was there anything O.J. Vallejo or First Priority Financial could have done to improve the overall experience for you? (please write in below)**

**5. Was there anything O.J. Vallejo or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)**

*Keeping us informed every step of the way!*

**6. Would you be willing to recommend O.J. Vallejo to family members or friends?**

- a) Yes    b) No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those O.J. Vallejo may be able to help?** *SORRY NONE AT THIS TIME.*

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a) Yes    b) No

**First Priority Financial Inc.**  
**Customer Satisfaction Questionnaire**  
**James and Marcella Piatt - May 18, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial Inc.?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Nevin Williams II and First Priority Financial Inc.?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

4. Was there anything Nevin Williams II or First Priority Financial Inc. could have done to improve the overall experience for you? (please write in below)

5. Was there anything Nevin Williams II or First Priority Financial Inc. did exceptionally well and that you particularly appreciated? (please write in below)

Good communication, fast service!

6. Would you be willing to recommend Nevin Williams II to family members or friends?

- a) Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Nevin Williams II may be able to help?

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

**First Priority Financial**  
**Customer Satisfaction Questionnaire**  
**Shane Ramirez - May 18, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a)  Excellent    b)  Good    c)  Fair    d)  Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Steve Case and First Priority Financial?

- a)  Very Satisfied    b)  Satisfied    c)  Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a)  Knowledge/Professionalism    b)  Service    c)  Integrity    d)  Competitive Rates

4. Was there anything Steve Case or First Priority Financial could have done to improve the overall experience for you? (please write in below)

*NOTHING THAT I CAN THINK OF THE MOMENT HE AND EVE WERE VERY KNOWLEDGEABLE AND HELP FULL*

5. Was there anything Steve Case or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

*YES ~~THAT~~ THEY WERE ALWAYS VERY HELPFULL AND KEEPING ME UP TO DATE ON EVERYTHING AND MADE MY PROCESS OF BUYING MY FIRST HOME VERY EASY. I'M VERY HAPPY & SATISFIED WITH THEM AND THEIR PROFESSIONALISM*

6. Would you be willing to recommend Steve Case to family members or friends?

- a)  Yes    b)  No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Steve Case may be able to help? *I DONT HAVE ANY ONE AT THIS TIME,*

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a)  Yes    b)  No

**First Priority Financial Inc.**  
**Customer Satisfaction Questionnaire**  
**Gregory and Margaret Hart - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial Inc.?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Sherwin Williams and First Priority Financial Inc.?

- a) **EXTREMELY** Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates    **ALL LISTED.**

4. Was there anything Sherwin Williams or First Priority Financial Inc. could have done to improve the overall experience for you? (please write in below)

**NOTHING! SHERWIN IS OUTSTANDING. WE WERE INVOLVED IN SEVERAL TRANSACTIONS RECENTLY AND SHERWIN EMBODIES PROFESSIONALISM.**

5. Was there anything Sherwin Williams or First Priority Financial Inc. did exceptionally well and that you particularly appreciated? (please write in below)

**THE LISTED TRANSACTIONS INVOLVED OTHER FAMILY MEMBERS, INCLUDING AN EX-WIFE AND SHERWIN WAS BALANCED, MEASURED, AND UNDERSTANDING!**

6. Would you be willing to recommend Sherwin Williams to family members or friends?

- a) Yes    b) No

**DOWE !!**

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Sherwin Williams may be able to help?

**NONE COME TO MIND AT THE MOMENT.**  
Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

**PLEASE!**

**OUR FAMILY CHANTS, "WE LOVE SHERWIN",  
ON A REGULAR BASIS !!**

**SINCERELY,  
PEG HART**

**First Priority Financial**  
**Customer Satisfaction Questionnaire**  
**Loraine Palmer - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a) Excellent     b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Glenn Olsson and First Priority Financial?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

4. Was there anything Glenn Olsson or First Priority Financial could have done to improve the overall experience for you? (please write in below)

*When I initially showed interest in this property - I did not know it was a "flipped property" which means I needed 2 appraisals, which unfortunately delayed the closing of escrow. Question: why couldn't they have requested 2 appraisals at the same time.*

5. Was there anything Glenn Olsson or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

*He was very respectful - looked me in the eye; he got back to me when I had a question and was very resourceful. He even met w/ me on a Sunday at a location that was convenient for me.*

6. Would you be willing to recommend Glenn Olsson to family members or friends?

- a)  Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Glenn Olsson may be able to help?

*Don't know anyone Mrs, but I have his contact info*

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

**All Credit Mortgage  
Customer Satisfaction Questionnaire  
Elmer and Shirley Gray - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from All Credit Mortgage?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Kathy Joseph and All Credit Mortgage?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

4. Was there anything Kathy Joseph or All Credit Mortgage could have done to improve the overall experience for you? (please write in below)

5. Was there anything Kathy Joseph or All Credit Mortgage did exceptionally well and that you particularly appreciated? (please write in below)

*VERY PROFESSIONAL & GOT THINGS DONE.*

6. Would you be willing to recommend Kathy Joseph to family members or friends?

- a) Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kathy Joseph may be able to help?

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

**All Credit Mortgage  
Customer Satisfaction Questionnaire  
William and Paige Hanham - May 18, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from All Credit Mortgage?**

- a) Excellent    b) Good    c) Fair    d) Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Kathy Joseph and All Credit Mortgage?**

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a) Knowledge/Professionalism    b) Service     c) Integrity    d) Competitive Rates

**4. Was there anything Kathy Joseph or All Credit Mortgage could have done to improve the overall experience for you? (please write in below)**

**5. Was there anything Kathy Joseph or All Credit Mortgage did exceptionally well and that you particularly appreciated? (please write in below)**

*Kathy went above and beyond in all areas. We couldn't have asked for better service/experience.*

**6. Would you be willing to recommend Kathy Joseph to family members or friends?**

- a) Yes    b) No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kathy Joseph may be able to help?**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a) Yes    b) No

**First Priority Financial  
Customer Satisfaction Questionnaire  
Cheryl Cruz and Micah Baker - May 4, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from First Priority Financial?**

- a)  Excellent    b)  Good    c)  Fair    d)  Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Tim Soldati and First Priority Financial?**

- a)  Very Satisfied    b)  Satisfied    c)  Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a)  Knowledge/Professionalism    b)  Service    c)  Integrity    d)  Competitive Rates

**4. Was there anything Tim Soldati or First Priority Financial could have done to improve the overall experience for you? (please write in below)**

NO HE WAS RESPONSIVE & VERY ORGANIZED. WE WILL NOT GO TO ANYONE ELSE FOR OUR PUMBA NEEDS!

**5. Was there anything Tim Soldati or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)**

RESPOND TO QUESTIONS & CONCERNS. FIRST HOME & TYPE A PERSONALITY HE HANDLED US GREAT

**6. Would you be willing to recommend Tim Soldati to family members or friends?**

- a)  Yes    b)  No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Tim Soldati may be able to help?**

I HAVE GIVE HIS NAME OUT TO FRIENDS (names)

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a)  Yes    b)  No

**First Priority Financial  
Customer Satisfaction Questionnaire  
Scott Goodpasture - May 6, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Dennis Sanchez and First Priority Financial?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

4. Was there anything Dennis Sanchez or First Priority Financial could have done to improve the overall experience for you? (please write in below)

*Kept me informed. No, Not Really. Dennis Always*

5. Was there anything Dennis Sanchez or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

*Yes, he kept me up to date, Always  
Didn't Act as if everything was a top military secret like  
another lender was acting.*

6. Would you be willing to recommend Dennis Sanchez to family members or friends?

- a) Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Dennis Sanchez may be able to help? *When I have someone in mind I will refer to*

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_ *Dennis*

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

**Adobe Mortgage  
Customer Satisfaction Questionnaire  
Roger and Marilyn Axthelm - May 6, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from Adobe Mortgage?**

- a) Excellent    b) Good    c) Fair    d) Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Glenn H. Beddow and Adobe Mortgage?**

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

**4. Was there anything Glenn H. Beddow or Adobe Mortgage could have done to improve the overall experience for you? (please write in below)**

**5. Was there anything Glenn H. Beddow or Adobe Mortgage did exceptionally well and that you particularly appreciated? (please write in below)**

*Glenn always called when he said he would. When he said something would be ready on a certain day, it was. We never had to follow up on anything he said would be done.*

**6. Would you be willing to recommend Glenn H. Beddow to family members or friends?**

- a) Yes    b) No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Glenn H. Beddow may be able to help?**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a) Yes    b) No

**First Priority Financial**  
**Customer Satisfaction Questionnaire**  
**Lauren Brant - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a)  Excellent    b)  Good    c)  Fair    d)  Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Kat Fiorentino and First Priority Financial?

- a)  Very Satisfied    b)  Satisfied    c)  Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a)  Knowledge/Professionalism    b)  Service    c)  Integrity    d)  Competitive Rates

4. Was there anything Kat Fiorentino or First Priority Financial could have done to improve the overall experience for you? (please write in below)

*No. Kat did 2 superb jobs throughout the process.*

5. Was there anything Kat Fiorentino or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

*Kat was very attentive and despite the complexity of the deal (TTC → condo conversion), she made it look easy.*

6. Would you be willing to recommend Kat Fiorentino to family members or friends?

- a)  Yes    b)  No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kat Fiorentino may be able to help?

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a)  Yes    b)  No

**First Priority Financial  
Customer Satisfaction Questionnaire  
Ryan and Kelly Smith - May 6, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from First Priority Financial?**

- a)  Excellent    b)  Good    c)  Fair    d)  Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Mary Dougherty and First Priority Financial?**

- a)  Very Satisfied    b)  Satisfied    c)  Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a)  Knowledge/Professionalism    b)  Service    c)  Integrity    d)  Competitive Rates

**4. Was there anything Mary Dougherty or First Priority Financial could have done to improve the overall experience for you? (please write in below)**

**5. Was there anything Mary Dougherty or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)**

Very organized and willing to spend time with both my husband and me to explain everything! At our signing we had no surprises and were totally prepared thanks to Mary

**6. Would you be willing to recommend Mary Dougherty to family members or friends?**

- a)  Yes    b)  No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Mary Dougherty may be able to help?**

Name: Kelly    Phone Number: \_\_\_\_\_    Email: \_\_\_\_\_

Name: \_\_\_\_\_    Phone Number: \_\_\_\_\_    Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a)  Yes    b)  No

**First Priority Financial**  
**Customer Satisfaction Questionnaire**  
**Jeffrey and Michele Davidson - May 18, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Dan Summerfeldt and First Priority Financial?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

4. Was there anything Dan Summerfeldt or First Priority Financial could have done to improve the overall experience for you? (please write in below)

5. Was there anything Dan Summerfeldt or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

*Communication was excellent and Dan and his staff went above and beyond to help us achieve our goals!*

6. Would you be willing to recommend Dan Summerfeldt to family members or friends?

- a) Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Dan Summerfeldt may be able to help? *We have none at this particular time.*

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

**First Priority Financial  
Customer Satisfaction Questionnaire  
Phillip and Megan Goldsby - April 13, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Michael (Mike) Trejo and First Priority Financial?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service     c) Integrity    d) Competitive Rates

4. Was there anything Michael (Mike) Trejo or First Priority Financial could have done to improve the overall experience for you? (please write in below)

5. Was there anything Michael (Mike) Trejo or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

Continuously updated us on our current situation, Always willing to answer any questions, concerns we had. Mike genuinely worked hard to make our dream of home ownership a reality.

6. Would you be willing to recommend Michael (Mike) Trejo to family members or friends?

- a) Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Michael (Mike) Trejo may be able to help?

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

**First Priority Financial  
Customer Satisfaction Questionnaire  
Vera Wiese - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a)  Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Kyle Gilliam and First Priority Financial?

- a)  Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a)  Knowledge/Professionalism    b)  Service    c)  Integrity    d)  Competitive Rates

4. Was there anything Kyle Gilliam or First Priority Financial could have done to improve the overall experience for you? (please write in below)

*Everything was beyond my expectations, Kyle is great, and did a wonderful job for me!*

5. Was there anything Kyle Gilliam or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

*He is friendly, knowledgeable and always on top of things. I never wondered about next step, because Kyle always kept me in the loop and told me exactly what the next step would be.*

6. Would you be willing to recommend Kyle Gilliam to family members or friends?

- a)  Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kyle Gilliam may be able to help?

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a)  Yes    b) No

*My big thank you to First Priority and Kyle in particular. I could not have asked for more or better. I am definitely going back to him, if I will need any assistance or advice in this field.*

**First Priority Financial**  
**Customer Satisfaction Questionnaire**  
**Dolores Cervantes - May 18, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Elise Groves and First Priority Financial?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

4. Was there anything Elise Groves or First Priority Financial could have done to improve the overall experience for you? (please write in below) *NOTHING!*

5. Was there anything Elise Groves or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

*ELISE & GLEN WERE ALWAYS ANSWERING ANY QUESTIONS RIGHT AWAY WITH ACCURACY AND PERSONABILITY BEYOND EXPECTATION.*

6. Would you be willing to recommend Elise Groves to family members or friends?

- a) Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Elise Groves may be able to help?

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

*THANKS AGAIN FOR ALL YOUR HELP... COULDN'T HAVE DONE IT WITHOUT YOU!*

**Covenant Mortgage  
Customer Satisfaction Questionnaire  
James and April Ray - May 6, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from Covenant Mortgage?**

- a)  Excellent    b)  Good    c)  Fair    d)  Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Sean Ogilvie and Covenant Mortgage?**

- a)  Very Satisfied    b)  Satisfied    c)  Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a) Knowledge/Professionalism    b) Service    c)  Integrity    d) Competitive Rates

**4. Was there anything Sean Ogilvie or Covenant Mortgage could have done to improve the overall experience for you? (please write in below)**

**5. Was there anything Sean Ogilvie or Covenant Mortgage did exceptionally well and that you particularly appreciated? (please write in below)**

*He kept me very current, very informed  
He was very personal, professional*

**6. Would you be willing to recommend Sean Ogilvie to family members or friends?**

- a)  Yes    b)  No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Sean Ogilvie may be able to help?**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a)  Yes    b)  No

**Adobe Mortgage  
Customer Satisfaction Questionnaire  
Napoleon and Shelley Julienne - May 6, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from Adobe Mortgage?**

- a) Excellent    b) Good    c) Fair    d) Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Glenn H. Beddow and Adobe Mortgage?**

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

**4. Was there anything Glenn H. Beddow or Adobe Mortgage could have done to improve the overall experience for you? (please write in below)**

**5. Was there anything Glenn H. Beddow or Adobe Mortgage did exceptionally well and that you particularly appreciated? (please write in below)**

*Very responsive to all our questions and concerns*

**6. Would you be willing to recommend Glenn H. Beddow to family members or friends?**

- a) Yes    b) No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Glenn H. Beddow may be able to help?**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a) Yes    b) No

**MasterMinds Mortgage Planners  
Customer Satisfaction Questionnaire  
Stephen Pateras and Nevine Malek - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from MasterMinds Mortgage Planners?**

- a) Excellent    b) Good    c) Fair    d) Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Kurt Hickam and MasterMinds Mortgage Planners?**

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a) Knowledge/Professionalism    b) Service    c) Integrity     d) Competitive Rates

**4. Was there anything Kurt Hickam or MasterMinds Mortgage Planners could have done to improve the overall experience for you? (please write in below)**

**5. Was there anything Kurt Hickam or MasterMinds Mortgage Planners did exceptionally well and that you particularly appreciated? (please write in below)**

*Very responsive and data driven.*

**6. Would you be willing to recommend Kurt Hickam to family members or friends?**

- a) Yes    b) No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kurt Hickam may be able to help?**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a) Yes    b) No

**First Priority Financial**  
**Customer Satisfaction Questionnaire**  
**Bailey Fillmore and Ryan Wilfong - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Allen Sayble and First Priority Financial?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

4. Was there anything Allen Sayble or First Priority Financial could have done to improve the overall experience for you? (please write in below)

no

5. Was there anything Allen Sayble or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

Allen went above and beyond. I always felt that he had our best interest at the forefront.

6. Would you be willing to recommend Allen Sayble to family members or friends?

- a) Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Allen Sayble may be able to help? (I'll refer them, when I get to know them)

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

**First Priority Financial Inc.**  
**Customer Satisfaction Questionnaire**  
**Ryan Delashmutt - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial Inc.?

- a)  Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Steve Nunneley and First Priority Financial Inc.?

- a)  Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b)  Service    c) Integrity    d) Competitive Rates

4. Was there anything Steve Nunneley or First Priority Financial Inc. could have done to improve the overall experience for you? (please write in below)

None

5. Was there anything Steve Nunneley or First Priority Financial Inc. did exceptionally well and that you particularly appreciated? (please write in below)

The personal touch he applied to my account was very much appreciated, Steve & Babbette guided me every step of the way.

6. Would you be willing to recommend Steve Nunneley to family members or friends?

- a)  Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Steve Nunneley may be able to help?

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a)  Yes    b) No

**First Priority Financial  
Customer Satisfaction Questionnaire  
David Shorum - May 4, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a)  Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Brady Setzer and First Priority Financial?

- a)  Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c)  Integrity    d) Competitive Rates

4. Was there anything Brady Setzer or First Priority Financial could have done to improve the overall experience for you? (please write in below) *No*

5. Was there anything Brady Setzer or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

*Brady's follow up was excellent! If I called him or text messaged him he would call back promptly. The status via email was very helpful. I would highly recommend Brady to any of my family and friends.*

6. Would you be willing to recommend Brady Setzer to family members or friends? *to any of my family and friends.*

- a)  Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Brady Setzer may be able to help?

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a)  Yes    b) No

**First Priority Financial  
Customer Satisfaction Questionnaire  
Patrick and Lia McLoughlin - May 18, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Brendan King and First Priority Financial?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service     c) Integrity    d) Competitive Rates

4. Was there anything Brendan King or First Priority Financial could have done to improve the overall experience for you? (please write in below)

BRENDAN'S SERVICE WAS FLAWLESS

5. Was there anything Brendan King or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

BRENDAN WENT ABOVE AND BEYOND. EXTREMELY HELPFUL, KNOWLEDGEABLE, RESPONSIVE TO REQUESTS. HE NEGOTIATED WITH PARTICULARLY UNCOOPERATIVE TITLE COMPANY AND EVEN MANAGED TO GET US A REFUND! ALWAYS

6. Would you be willing to recommend Brendan King to family members or friends?  
a)  Yes    b) No  
ABSOLUTELY ON TOP OF EVERY GREAT JOB, BRENDAN? ON TOP OF EVERY GREAT JOB, BRENDAN? OUR INTERESTS.

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Brendan King may be able to help?

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

- WILL GET BACK TO YOU ON THIS

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a)  Yes    b) No

ABSOLUTELY!

**First Priority Financial Inc.  
Customer Satisfaction Questionnaire  
Richard Langlois - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

**1. How would you rate the level of service you received from First Priority Financial Inc.?**

- a) Excellent    b) Good    c) Fair    d) Poor

**2. How would you rate your level of satisfaction with the overall experience in dealing with Michelle Caudill and First Priority Financial Inc.?**

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

**3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.**

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

**4. Was there anything Michelle Caudill or First Priority Financial Inc. could have done to improve the overall experience for you? (please write in below)**

*No, DID EXCELLENT*

**5. Was there anything Michelle Caudill or First Priority Financial Inc. did exceptionally well and that you particularly appreciated? (please write in below)**

*WENT BE ON THE CALL OF DUTY*

**6. Would you be willing to recommend Michelle Caudill to family members or friends?**

- a) Yes    b) No

**7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Michelle Caudill may be able to help?**

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**8. May we use your feedback from this survey as a client testimonial?**

- a) Yes    b) No

**Nor-Cal Mortgage of Marin**  
**Customer Satisfaction Questionnaire**  
**Susan McIntyre - May 18, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from Nor-Cal Mortgage of Marin?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Amy Yamamoto and Nor-Cal Mortgage of Marin?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism     b) Service    c) Integrity    d) Competitive Rates

4. Was there anything Amy Yamamoto or Nor-Cal Mortgage of Marin could have done to improve the overall experience for you? (please write in below)

*No - Amy was fabulous - organized, professional, accessible - and she was thoroughly committed to getting me through the mortgage process.*

5. Was there anything Amy Yamamoto or Nor-Cal Mortgage of Marin did exceptionally well and that you particularly appreciated? (please write in below)

*I most appreciated that Amy communicated clearly with me about documentation that was needed and she consistently made me feel valued as a customer.*

6. Would you be willing to recommend Amy Yamamoto to family members or friends?

- a) Yes    b) No    *Absolutely!*

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Amy Yamamoto may be able to help?

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: *her if I meet anyone who needs a mortgage!*

Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No

**First Priority Financial**  
**Customer Satisfaction Questionnaire**  
**Paul Paracchini - May 12, 2011**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from First Priority Financial?

- a) Excellent    b) Good    c) Fair    d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Wendi Lucas and First Priority Financial?

- a) Very Satisfied    b) Satisfied    c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- a) Knowledge/Professionalism    b) Service    c) Integrity    d) Competitive Rates

4. Was there anything Wendi Lucas or First Priority Financial could have done to improve the overall experience for you? (please write in below)

Well, the depth of information seemed a little extreme at times, but overall I have no complaints.

5. Was there anything Wendi Lucas or First Priority Financial did exceptionally well and that you particularly appreciated? (please write in below)

Yes, the personality of the service which Wendi exhibited was first rate & comfortability of verbal exchanges was outstanding.

6. Would you be willing to recommend Wendi Lucas to family members or friends?

- a) Yes    b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Wendi Lucas may be able to help?

I have requested some business cards from Wendi & will distribute liberally but names & numbers are a little personal. I have everything to say about my experience with Wendi & choose to let perspective clients decide for themselves.

8. May we use your feedback from this survey as a client testimonial?

- a) Yes    b) No