



# January Customer Satisfaction Survey

1. Why did you choose Marty Sonke to assist you with the borrowing process?

Marty is so accommodating, provided me complete info. I answered every question the best he could and trustworthy.

2. With 1 low and 10 high, please rank how he met your expectations.

1 2 3 4 5 6 7 8 9 (10)

3. In thinking about the borrowing process, what did he do for you that was most valuable? Please comment.

He searched for the lender who could provide me the best interest rate.

4. Do you feel that you received world-class service throughout the process? Please comment.

I certainly believe that I received world class service throughout the process since he's so easy to reach / he'd call me back right away if there's any question for clarification.

5. Was there anything about the transaction that caused you to feel uncomfortable? Please comment.

None at all. Over all, he's really a good broker and fulfilled all my expectations.

6. What specific situation stands out most in your mind about the entire process?

He provided 100% excellent service.

7. Will you use Marty for your borrowing needs in the future?

Definitely. He's super.

8. Geraldine, will you recommend our services to your family members, friends and colleagues?

Absolutely, I will recommend your services to my family members, friends and colleagues.

9. May we share your comments with others? *Yes.*

Geraldine Bautista

*3/26/02*

Date

Please return in the enclosed self-addressed, stamped envelope. Thank you!