



January  
FINANCIAL

# Customer Satisfaction Survey

2<sup>nd</sup> Request

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

*Trusted Friend*

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 refinance process, what did he do for you that was most valuable? Please comment.

*Kept us informed*

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

*yes - returns calls very quickly*

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

*nothing*

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

*Prompt service*

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

*yes*

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

*yes*

9. May we share your comments with others?

*yes*  
*Sandy Birtwell*  
\_\_\_\_\_  
Bob and Sandy Birtwell

*8/10/07*  
\_\_\_\_\_  
Date

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