



January
FINANCIAL

Customer Satisfaction Survey

2nd Request

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

(sent in the 1st one also)

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.

Created a level of comfort

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

Yes 😊

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

only before meeting Marty Sonke

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

Professionalism

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

XOXOXO Yes.

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

Yes.

9. May we share your comments with others?

huh - ...

Eilyn Cervantes
Eilyn Cervantes

8.12.23
Date

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