



January  
FINANCIAL

# Customer Satisfaction Survey

1. Why did you choose Eddie Soong to assist you with the refinance process?

*Because of his unselfish personal touch in handling our transaction*

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.

*He identifies what factors we want and he unflinchingly searched for those factors that satisfy our needs.*

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

*Yes. I have given comments above (#153)*

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

*None*

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

*He tried his best to satisfy what we need & want, and did not harbor negative feelings when he knows we talk with other loan officers.*

7. Will you use Eddie for your refinancing needs in the future?

*Yes*

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

*Yes*

9. May we share your comments with others?

*Yes*

*Rita S.A. Cordia*  
Rita Cordia

5/5/07  
Date

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

Yes I would like to receive a gift book in <input type="checkbox"/> print <input type="checkbox"/> audio CD (if available)
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