



January
FINANCIAL

Customer Satisfaction Survey

1. Why did you choose Carey Pott to assist you with the refinance process?

Carey was referred to me by a friend and I chose him because of his prompt and detailed answers to all of my many questions.

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.

Carey explained in detail every option available to me so that I can make an educated choice and feel comfortable with my decision.

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

Yes, definitely! I have never before found an "advisor" in a mortgage transaction.

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

No, because Carey made sure that all of my concerns were explained so that I would feel comfortable.

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

The fact that Carey explained the process from beginning to end and was patient w/ me.

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

Definitely yes.

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

Yes we will.

9. May we share your comments with others?

Yes.

Juan Carlos Cuevas, Silvia Cuevas

Carlos and Silvia Cuevas

11/29/06

Date

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

Yes I would like to receive a gift book in

- print
 audio CD (if available)