



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

*He was recommended by a 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 borrowing process, what did he do for you that was most valuable? Please comment.

*He briefly explained to me how it all works*

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

*Yes, services like this one come only once in a life time.*

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

*NO, I felt very comfortable.*

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

*How Marty teaches me how the whole system works.*

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

*Yes*

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

*Yes, and I will*

9. May we share your comments with others?

*Yes*

Rene Garrido

*4-12-06*

Date