



2<sup>nd</sup> Request

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

I had a great experience w/ Eddie when I purchased my house a few years ago.

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 explained all the details and was able to answer my questions

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

Yes. Eddie kept me informed of what was needed and always called or emailed to educate and keep me informed.

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

No. I was comfortable with the transaction.

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

Eddie took the time to make a presentation to me. It made me feel real comfortable that he and January Financial really know what they are doing.

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

Yes

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

Yes

9. May we share your comments with others?

Yes

Archie Guevarra

5/14/07  
Date