



January  
FINANCIAL

# Customer Satisfaction Survey

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

Marty handled our last refinance. Our experience was beyond measure. There really was no question.

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.

Marty gave me peace of mind. He instilled trust which made the entire process painless.

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

Absolutely, The key elements delivered by Marty and January were speed, reliability, and honesty.

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

No.

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

Marty's dedication to me as a person and client.

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

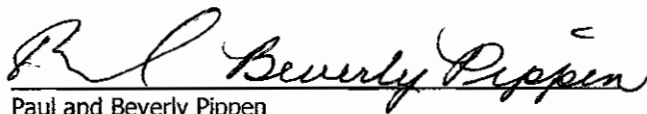
without question.

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

We recommend Marty by name to anyone we know who might benefit from his services.

9. May we share your comments with others?

Yes

  
Paul and Beverly Pippen

6-16-07

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)