



January
FINANCIAL

Customer Satisfaction Survey

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

Trust.

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.

Took the time to answer my questions and helped me with my analysis until I was comfortable

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

Top notch! And when there were issues he dealt with them head on.

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

The miscalculation of PMI was a bit unsettling.

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

Nothing specific, overall very good and positive.

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

Yes

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

Yes

9. May we share your comments with others?

Sure

Chris Spotswood

5/6/07

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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