

**Southern Mortgage Brokers
Customer Satisfaction Questionnaire
Dave Dinschel - January 07, 2012**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from Southern Mortgage Brokers?

- (a) Excellent (b) Good (c) Fair (d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Paul Schouest and Southern Mortgage Brokers?

- (a) Very Satisfied (b) Satisfied (c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- (a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

4. Was there anything Paul Schouest or Southern Mortgage Brokers could have done to improve the overall experience for you? (please write in below)

Not really

5. Was there anything Paul Schouest or Southern Mortgage Brokers did exceptionally well and that you particularly appreciated? (please write in below)

*He honored his estimate of fees + closing costs even when the closing was delayed
and the fees changed from the bank*

6. Would you be willing to recommend Paul Schouest to family members or friends?

- (a) Yes (b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Paul Schouest may be able to help? *Already provided some to Paul.*

Name: _____ Phone Number: _____ Email: _____
Name: _____ Phone Number: _____ Email: _____

8. May we use your feedback from this survey as a client testimonial?

- (a) Yes (b) No

**Southern Mortgage Brokers
Customer Satisfaction Questionnaire
George Kriebel - January 07, 2012**

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1. How would you rate the level of service you received from Southern Mortgage Brokers?

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2. How would you rate your level of satisfaction with the overall experience in dealing with Paul Schouest and Southern Mortgage Brokers?

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3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- (a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

ALL

4. Was there anything Paul Schouest or Southern Mortgage Brokers could have done to improve the overall experience for you? (please write in below)

Return follow up phone calls promptly After Mortgage Settlement

5. Was there anything Paul Schouest or Southern Mortgage Brokers did exceptionally well and that you particularly appreciated? (please write in below)

*Accommodated us when we were on vacation in Euros
ARRANGED LOCAL Settlement Attorney's*

6. Would you be willing to recommend Paul Schouest to family members or friends?

- (a) Yes (b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Paul Schouest may be able to help?

Name: _____ Phone Number: _____ Email: _____
Name: _____ Phone Number: _____ Email: _____

8. May we use your feedback from this survey as a client testimonial?

- (a) Yes (b) No

**Southern Mortgage Brokers
Customer Satisfaction Questionnaire
Rocco Testani - January 07, 2012**

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(a) Excellent (b) Good (c) Fair (d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Paul Schouest and Southern Mortgage Brokers?

(a) Very Satisfied (b) Satisfied (c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

(a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

4. Was there anything Paul Schouest or Southern Mortgage Brokers could have done to improve the overall experience for you? (please write in below)

No

5. Was there anything Paul Schouest or Southern Mortgage Brokers did exceptionally well and that you particularly appreciated? (please write in below)

Very Responsive

6. Would you be willing to recommend Paul Schouest to family members or friends?

(a) Yes (b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Paul Schouest may be able to help?

Name: _____ Phone Number: _____ Email: _____
Name: _____ Phone Number: _____ Email: _____

8. May we use your feedback from this survey as a client testimonial?

(a) Yes (b) No

**Southern Mortgage Brokers
Customer Satisfaction Questionnaire
Chris Joos - January 07, 2012**

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2. How would you rate your level of satisfaction with the overall experience in dealing with Paul Schouest and Southern Mortgage Brokers?

- (a) Very Satisfied (b) Satisfied (c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- (a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

4. Was there anything Paul Schouest or Southern Mortgage Brokers could have done to improve the overall experience for you? (please write in below)

No, they did a great job

5. Was there anything Paul Schouest or Southern Mortgage Brokers did exceptionally well and that you particularly appreciated? (please write in below)

Very easy to work with, professional

6. Would you be willing to recommend Paul Schouest to family members or friends?

- (a) Yes (b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Paul Schouest may be able to help?

Name: _____ Phone Number: _____ Email: _____
Name: _____ Phone Number: _____ Email: _____

8. May we use your feedback from this survey as a client testimonial?

- (a) Yes (b) No