

HOW DID WE DO?

At Newport Shores Mortgage, Inc. we truly want to know how you feel about the way your needs were handled. After you have had a chance to reflect on the entire loan process – please take the time to complete the questionnaire and return it to our offices, using the self addressed stamped envelope supplied.

Again we appreciate your business and rely on you for reliable feedback in order to know where we have excelled or perhaps where we may need to make some improvement.

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|---|--------------------------------------|--------------------------|
| 1) Reliability: Were we consistent with our service? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 2) Communication: Did we take the time to explain things fully? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 3) Understanding: Were you treated with dignity and compassion in dealing with your situation? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 4) Credibility: Without a doubt, did we work with your interest at heart? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 5) Responsive: Did we return you phone calls in a timely manner? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 6) Courtesy: Were we clean, neat in appearance, and respectful of you? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 7) Tangibles: Were our offices in good condition | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 8) Would you feel comfortable referring your friends and family? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |
| 9) Did we appear organized and capable?
<i>we have told everyone about you!!</i> | <input checked="" type="radio"/> Yes | <input type="radio"/> No |

What impressed you most about our company?

You guys (Shane & Nor) were phenomenal! All of the time and dedication you spent is what helped us buy our home. I have never

known another company to work so hard for customers. We were so lucky to have found you. You guys did an amazing job!!

If you had to rate us on a scale of 1 - 10 (10 being the best) how would you rate your overall experience with Newport Shores Mortgage and its staff? (Please circle.)

1 2 3 4 5 6 7 8 9 10

Finally, is there anything at all you would recommend as an improvement to the way we handled your situation?
(Use the back of this page if needed)

Not at all - we couldn't have asked for more educated, knowledgeable and professional mortgage consultants!

Your Name (please print): Kim Eilbert & Rich Lewis Date: 2/15/08