

# Performance & Service Evaluation

For: Homefund Mortgage Corporation

250 Ferrand Drive, Ste. 407, Toronto, Ontario, M3C 3G8

Fax: 416-696-9856 or Toll-Free Fax (outside 416 area code): 1-888-588-2053

Please answer the following questions openly and honestly. Your valuable input will have a positive impact on your Mortgage Consultant and Homefund Mortgage Corporation's dealings with your next transaction and your future referrals.

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_ City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Mortgage Consultant: \_\_\_\_\_

Please **circle** the letter which best describes the level of satisfaction you experienced with your Mortgage Consultant in the following areas: (**A**=Exemplary, **B**=Satisfactory, **C**=Adequate, **D**=Inadequate)

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|--------------------------------------------------------------------------------------------|---|---|---|---|
| 1. Treated you courteously and respectfully                                                | A | B | C | D |
| 2. Demonstrated a knowledge of mortgage loan programs                                      | A | B | C | D |
| 3. Gave you sufficient information in regards to the facts and details of this transaction | A | B | C | D |
| 4. Left you feeling well informed and comfortable                                          | A | B | C | D |
| 5. Maintained accessibility; returned your phone calls                                     | A | B | C | D |
| 6. Kept you properly informed of the status of your loan                                   | A | B | C | D |
| 7. Had the ability to avoid and solve problems that arose                                  | A | B | C | D |
| 8. Kept your special needs and best interest in mind                                       | A | B | C | D |
| 9. Maintained a high level of trust in all dealings                                        | A | B | C | D |
| 10. Provided courteous and professional service at all times                               | A | B | C | D |
| 11. Overall feelings about working with Homefund Mortgage Corp.                            | A | B | C | D |

12. Would you recommend Homefund Mortgage Corporation to your family, friends and associates?

Yes   No   (Please circle one)

13. Please tell us about your overall feelings about working with Homefund Corporation:

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Please provide any additional comments or suggestions for Homefund Mortgage Corporation's service:

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***Thank-you so much for your time and your honest input!***