

Client Feedback Sheet

FIRST FOUNDATION
 RESIDENTIAL MORTGAGES
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How did you hear about us? (Check all that apply)

Personal referral					Yes	No
	Was this person a former client of ours?					
Realtor						
Advertisement						
	What type?	T.V.	Newspaper/magazine	Radio	Billboard	
Convention/Conference						
Internet						
Other (please specify)	_____					

Assessment of Service

We value your feedback regarding the service that you received from us. Please review the statements below carefully. **Check the box** that best reflects how much you agree or disagree with the statement.

In dealing with me regarding my recent mortgage transaction, my mortgage broker...	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
• was informed and knowledgeable about my options including mortgage products, rates, lenders, and the choices available to me.					
• made an effort to understand my specific situation and needs before recommending a specific product, lender, or approach.					
• was professional in appearance and attitude.					
• communicated with me clearly.					
• was available when I needed to speak with him/her.					
• kept me informed and up to date with the progress of my mortgage application.					

Regarding the mortgage brokerage industry...	Very Unfavorable	Unfavorable	Neutral	Favorable	Very Favorable
What was your attitude regarding working with a mortgage broker prior to working with us?					
What is your attitude regarding working with a mortgage broker since working with us?					

Regarding future use of our services...	Not at All	Not Likely	Maybe	Probably	Definitely
Will you consider using our services again in the future?					
Would you consider referring someone you know to us if they had a need for mortgage financing?					

Comments

Thank you for your input!