



08-05-2014

Test # 146300

Evaluation: ABC Bank

YOUR SCORE

89%

16/18 points



NET PROMOTER SCORE

80%

8/10 points



QUESTION

SCORE

ANSWER

MORTGAGE SERVICES - LOAN SURVEY - BORROWER

In an effort to improve our service, we want your feedback regarding your mortgage loan experience.

Date:

Borrower: Dennis Smith

Property Address: 123 ABC Road

1. Name of your loan officer? Joyce Cantrell

2. Were they responsive to your mortgage requests? 1/1 Yes

Comments: She offered several options

3. Were you kept informed on the status of your loan? 1/1 Yes

Comments: She called us weekly with updates

4. Did the process go smoothly? 1/1 Yes

Comments: No delays or problems

5. How would you rate your level of satisfaction with the mortgage loan transaction? 5/5 Very Satisfied

6. How likely are you to refer ABC Bank to a friend or colleague? 8/10 8

Not At All Likely 0 to 10 Extremely Likely

ADDITIONAL COMMENTS:

Joyce was super helpful especially since this was our first loan and we weren't sure how it would all work.

THANK YOU FOR TAKING A LOOK AT OUR SAMPLE CUSTOMER/NET PROMOTER SCORE SURVEY. REMEMBER, THIS IS A ROUGH DRAFT AND YOUR SURVEYS CAN BE CUSTOMIZED ANY WAY YOU LIKE. PLEASE CONTACT SHOPPERS, INC. AT 800-259-8551 FOR MORE INFORMATION AND PRICING.