

# 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) <b>Reliability:</b> Were we consistent with our service?   | Yes |
| 2) <b>Communication:</b> Did we take the time to explain things fully?                                | Yes |
| 3) <b>Understanding:</b> Were you treated with dignity and compassion in dealing with your situation? | Yes |
| 4) <b>Credibility:</b> Without a doubt, did we work with your interest at heart?                      | Yes |
| 5) <b>Responsive:</b> Did we return you phone calls in a timely manner?                               | Yes |
| 6) <b>Courtesy:</b> Were we clean, neat in appearance, and respectful of you?                         | Yes |
| 7) <b>Tangibles:</b> Were our offices in good condition   | N/A |
| 8) Would you feel comfortable referring your friends and family?                                      | Yes |
| 9) Did we appear organized and capable?   | Yes |

What impressed you most about our company?

Professionalism, courtesy and ability to resolve any problem or in seeking solutions to challenges. Jim goes beyond customer service and extends a knowledgeable and trustworthy personality in business which is important in choosing to deal with Newport Shores. He is there for his clients before, during and after the process.

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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? More employees like Jim Conway.  
(Use the back of this page if needed)

Your Name (please print): Sharon L. Mead

Date: March 27, 2006