

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? | <input checked="" type="radio"/> Yes | <input type="radio"/> No |

What impressed you most about our company?

** When I made the first call to Newport, Jim Conway was very courteous and knowledgeable - his professionalism never ended. All my questions were answered and I felt completely comfortable during the entire process.*

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)

*No recommendations!
I couldn't have asked for a better experience!*

Your Name (please print): Wynnette H. Morris Date: 03/21/06