

Quality Control Coordinator
Absolute Mortgage Banking
Quality Control Survey

1. How effective was your loan agent in presenting the various loan options to you, working with you to obtain a suitable mortgage, and communicating with you throughout the process?

Highly effective Moderately effective
 Barely effective Very disappointing

2. Once your application was submitted, did the processing of the loan meet your expectations?

Greatly exceeded my expectations Met my expectations
 Below my expectations Not at all

3. If any problems arose during your process, how effective was our company and your agent in solving those problems?

Highly effective Moderately effective
 Not at all effective Very disappointing

4. Were you satisfied with the loan you obtained from Absolute Mortgage Banking?

Greatly exceeded my expectations Met my expectations
 Below my expectations Not at all satisfied

5. Were there any surprises that disappointed or pleased you along the way?

The process was smooth and quick contrary to what many people had told us about getting a home loan. We were pleasantly surprised at how painless the process was. Bill Prainite was very helpful. He returned calls & emails promptly & spent a lot of time walking us through various documents.

6. What items could be improved in our process?

Thanks you Bills. :)

7. What is your overall evaluation of our services?

Excellent Mediocre
 Very Good Poor

8. Would you use our company again for your loan needs? Would you refer us to others? Why or why not? *Yes, we would use Absolute Mortgage again and we would refer others to you as well. (see above).*

Name (Optional) VISSI DAVER & SHIRIN COOPER
From: The Team at Absolute Mortgage Banking

Please fax this form to our processing hotline: (650) 618-2004