

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

still didn't appraise...

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?

My property did not appraise at the sales price even after a special review.

6. What items could be improved in our process?

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... and I have already recommended you.

Name (Optional)

Deanne Russell

From: The Team at Absolute Mortgage Banking

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

*Testimonial on Sue Miller McCabe —
Sue was a fantastic person to work with:
thoughtful, thorough, prompt, bend-over-
backwards service. I felt like she really
cared about me as a person, and wanted*

me to get the right new name and the right loan for my circumstances. Whenever we had problems with the appraisal, everyone at Absolute Mortgage kicked the wagers to resolve the issues as quickly as possible. I'd highly recommend Sue to my friends, and have already done so.