

KD Team - Success Mortgage Partners
Customer Satisfaction Questionnaire
Lee James - November 30, 2013

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from KD Team - Success Mortgage Partners?

- (a) Excellent (b) Good (c) Fair (d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Kathy Delbridge and KD Team - Success Mortgage Partners?

- (a) Very Satisfied (b) Satisfied (c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- (a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

4. Was there anything Kathy Delbridge or KD Team - Success Mortgage Partners could have done to improve the overall experience for you? (please write in below)

Without Kathy we probably would not be in our new home. She takes the time to fix problems. Unusual this day and time.

5. Was there anything Kathy Delbridge or KD Team - Success Mortgage Partners did exceptionally well and that you particularly appreciated? (please write in below)

Taking each step with me.

6. Would you be willing to recommend Kathy Delbridge to family members or friends?

- (a) Yes (b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kathy Delbridge may be able to help?

Name: Linda Phone Number: [redacted] Email: [redacted]
Name: Ken Phone Number: [redacted] Email: [redacted] hotmail.com

8. May we use your feedback from this survey as a client testimonial?

- (a) Yes (b) No

KD Team - Success Mortgage Partners
Customer Satisfaction Questionnaire
Mike Abbott - October 30, 2013

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from KD Team - Success Mortgage Partners?

(a) Excellent (b) Good (c) Fair (d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Kathy Delbridge and KD Team - Success Mortgage Partners?

(a) Very Satisfied (b) Satisfied (c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

(a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

4. Was there anything Kathy Delbridge or KD Team - Success Mortgage Partners could have done to improve the overall experience for you? (please write in below)

NOTHING - I WAS VERY PLEASED WITH KATHY. IT WAS A PLEASURE

5. Was there anything Kathy Delbridge or KD Team - Success Mortgage Partners did exceptionally well and that you particularly appreciated? (please write in below)

KEPT ME WELL INFORMED AND WALKED ME THROUGH THE ENTIRE SITUATION.

6. Would you be willing to recommend Kathy Delbridge to family members or friends?

(a) Yes (b) No To EVERYBODY

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kathy Delbridge may be able to help?

I DON'T KNOW OF ANYBODY RIGHT NOW. I WILL REFER GIVEN THE OPPORTUNITY?

Name: _____ Phone Number: _____ Email: _____
Name: _____ Phone Number: _____ Email: _____

8. May we use your feedback from this survey as a client testimonial?

(a) Yes (b) No

KD Team - Success Mortgage Partners
Customer Satisfaction Questionnaire
Jeanette Pluris - October 30, 2013

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from KD Team - Success Mortgage Partners?

(a) Excellent (b) Good (c) Fair (d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Kathy Delbridge and KD Team - Success Mortgage Partners?

(a) Very Satisfied (b) Satisfied (c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

(a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

4. Was there anything Kathy Delbridge or KD Team - Success Mortgage Partners could have done to improve the overall experience for you? (please write in below)

Kathy did an excellent job for me.

5. Was there anything Kathy Delbridge or KD Team - Success Mortgage Partners did exceptionally well and that you particularly appreciated? (please write in below)

Pursued Lillys for information on pension benefits for myself

6. Would you be willing to recommend Kathy Delbridge to family members or friends?

(a) Yes (b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kathy Delbridge may be able to help?

Name: *Cheryl* [redacted] Phone Number: [redacted] 377 Email: _____
Name: _____ Phone Number: _____ Email: _____

8. May we use your feedback from this survey as a client testimonial?

(a) Yes (b) No

**KD Team - USA Mortgage
Customer Satisfaction Questionnaire
Geoff Davis - July 29, 2013**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from KD Team - USA Mortgage?

- (a) Excellent (b) Good (c) Fair (d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Kathy Delbridge and KD Team - USA Mortgage?

- (a) Very Satisfied (b) Satisfied (c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- (a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

4. Was there anything Kathy Delbridge or KD Team - USA Mortgage could have done to improve the overall experience for you? (please write in below)

None. I was verry pleased

5. Was there anything Kathy Delbridge or KD Team - USA Mortgage did exceptionally well and that you particularly appreciated? (please write in below)

knew how the VA works and got us a great rate. Also understood my past.

6. Would you be willing to recommend Kathy Delbridge to family members or friends?

- (a) Yes (b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kathy Delbridge may be able to help? - *I don't know any one right now*

Name: _____ Phone Number: _____ Email: _____
Name: _____ Phone Number: _____ Email: _____

8. May we use your feedback from this survey as a client testimonial?

- (a) Yes (b) No

**KD Team - USA Mortgage
Customer Satisfaction Questionnaire
Jeanine Vola - June 30, 2013**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from KD Team - USA Mortgage?

- (a) Excellent (b) Good (c) Fair (d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Kathy Delbridge and KD Team - USA Mortgage?

- (a) Very Satisfied (b) Satisfied (c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- (a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

4. Was there anything Kathy Delbridge or KD Team - USA Mortgage could have done to improve the overall experience for you? (please write in below)

No Kathy is Great

5. Was there anything Kathy Delbridge or KD Team - USA Mortgage did exceptionally well and that you particularly appreciated? (please write in below)

Everything from beginning to end was exceptionally well done

6. Would you be willing to recommend Kathy Delbridge to family members or friends?

- (a) Yes (b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kathy Delbridge may be able to help?

No family lives here + friends have homes already

Name: _____ Phone Number: _____ Email: _____
Name: _____ Phone Number: _____ Email: _____

8. May we use your feedback from this survey as a client testimonial?

- (a) Yes (b) No

Jeanine Vola

**KD Team - USA Mortgage
Customer Satisfaction Questionnaire
Daphne Kenniebrew - June 30, 2013**

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from KD Team - USA Mortgage?

- (a) Excellent (b) Good (c) Fair (d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Kathy Delbridge and KD Team - USA Mortgage?

- (a) Very Satisfied (b) Satisfied (c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

- (a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

4. Was there anything Kathy Delbridge or KD Team - USA Mortgage could have done to improve the overall experience for you? (please write in below)

Nothing at all. Kathy was great!

5. Was there anything Kathy Delbridge or KD Team - USA Mortgage did exceptionally well and that you particularly appreciated? (please write in below)

Kathy walked me through a part of the application process that I was stressing over.

6. Would you be willing to recommend Kathy Delbridge to family members or friends?

- (a) Yes (b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kathy Delbridge may be able to help? *Don't know anyone wanting to refinance right now*

Name: _____ Phone Number: _____ Email: _____
Name: _____ Phone Number: _____ Email: _____

8. May we use your feedback from this survey as a client testimonial?

- (a) Yes (b) No

KD Team - USA Mortgage
Customer Satisfaction Questionnaire
Lamin Bojang - April 04, 2013

Please circle the appropriate response, or fill in your comments where applicable. When completed, please mail back the questionnaire using the enclosed self-addressed prepaid envelope. Thank you!

1. How would you rate the level of service you received from KD Team - USA Mortgage?

(a) Excellent (b) Good (c) Fair (d) Poor

2. How would you rate your level of satisfaction with the overall experience in dealing with Kathy Delbridge and KD Team - USA Mortgage?

(a) Very Satisfied (b) Satisfied (c) Unsatisfied

3. What would you rate as the most important factor in choosing a mortgage professional? If "other" please write in what that attribute would be.

(a) Knowledge/Professionalism (b) Service (c) Integrity (d) Competitive Rates

4. Was there anything Kathy Delbridge or KD Team - USA Mortgage could have done to improve the overall experience for you? (please write in below)

WOULD BE NICE TO HAVE LOWERED OUR DOWN PAYMENT!

5. Was there anything Kathy Delbridge or KD Team - USA Mortgage did exceptionally well and that you particularly appreciated? (please write in below)

THE SPEED WITH WHICH SHE GOT EVERYTHING COMPLETED.

6. Would you be willing to recommend Kathy Delbridge to family members or friends?

(a) Yes (b) No

7. If you answered "Yes" to #6, would you mind listing the names and phone numbers of those Kathy Delbridge may be able to help?

Name: To Come Phone Number: _____ Email: _____
Name: LATER Phone Number: _____ Email: _____

8. May we use your feedback from this survey as a client testimonial?

(a) Yes (b) No

* WE APPRECIATE EVERYTHING
KATHY DID FOR US!