

KD Team - Success Mortgage Partners  
Customer Satisfaction Questionnaire  
Mildred Jameau - August 22, 2014

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)

no because she was very knowledgeable, she TAUGHT me a LOT

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

Her patience

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?

will let you know in the future, my daughter and her husband for one.

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  
John Gehring - August 17, 2014

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. *All Four.*

- (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)

*NO, Kathy was awesome -*

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

*Kathy was very knowledgeable, friendly with information needed, very responsive to any questions and always kept us on task. Kathy was instrumental with processing our loan she is awesome!*

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

- (a) Yes (b) No

*Absolutely*

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: \_\_\_\_\_ 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  
Scott Blackman - June 20, 2014

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?

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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)

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 UPDATED AND ANSWERED MY QUESTIONS TO UNDERSTAND THE PROCESS*

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: \_\_\_\_\_ 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  
Jimmy Ellis - May 02, 2014**

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)**

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

MEETING AFTER HOURS FOR PAPER WORK.

**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: \_\_\_\_\_ 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  
Bobby Slover - March 30, 2014

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)

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

*Kathy was great. She was extremely knowledgeable, and was always available to answer all my questions. She was truly a pleasure to work with.*

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: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_  
Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

*- I can't think of anyone now, but will keep you in mind.*

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  
Derrick Tucker - March 01, 2014

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?

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

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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)

NO. MY HUSBAND AND I WERE/ARE 100% SATISFIED.

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

EVERYTIME I HAD A QUESTION KATHY WAS ALWAYS AVAILABLE. WHEN I DIDNT UNDERSTAND SOMETHING SHE WOULD EXPLAIN IT SEVERAL DIFFERENT WAYS

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: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_  
Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Right now I dont know of anyone looking to buy. You will be the 1st I recommend though.

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

- (a) Yes (b) No

THANKS AGAIN FOR ALL OF YOUR HELP!  
BEST,

LAURA & DERRICK

P.S. THANK YOU FOR THE SELF ADDRESSED STAMP. IT SURE IS COMING IN HANDY ;)

KD Team - Success Mortgage Partners  
Customer Satisfaction Questionnaire  
Ron Del Nero - January 01, 2014

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 WAS EXCELLENT AND VERY KNOWLEDGEABLE.*

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

*THE FACT THAT SHE ALWAYS KEPT US UPDATED AND COVERED EVERYBASE.*

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: LEONARD IPSE Phone Number: 678-697-2182 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  
Darrin Brown - January 01, 2014

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

- All of the circled answers.

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)

None

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

The personal service was outstanding, Kathy made the process simple and easy.

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: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_  
Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

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

(a) Yes (b) No