



SecurityNational Mortgage

PERFORMANCE AND SERVICE EVALUATION / TESTIMONIAL

We want and need your open and honest input to help us improve our services. Your valuable input will have a positive impact on your Loan Officer's, Loan Processor's and SecurityNational's dealing with your next transaction and your future referrals!

Name: Linda Binkley Date Closed: 9-14-10

Loan Officer: AURELIO MARTIN

Loan Processor: DORIS MARTIN

Please circle which best describes the level of satisfaction you experienced with your Home Loan Officer and Loan Processor in the following areas: (5 = Outstanding, 4 = Good, 3 = Satisfactory, 2 = Fair, 1 = Inadequate)

	<u>Loan Officer</u>	<u>Loan Processor</u>
1. Demonstrated a knowledge of mortgage loan programs.	5 4 3 2 1	5 4 3 2 1
2. Gave you sufficient information in regards to the facts and Details of this transaction.	5 4 3 2 1	5 4 3 2 1
3. Maintained accessibility; returned all your phone calls on time.	5 4 3 2 1	5 4 3 2 1
4. Kept you properly informed of the status of your loan.	5 4 3 2 1	5 4 3 2 1
5. Had the ability to avoid and solve problems that arose.	5 4 3 2 1	5 4 3 2 1
6. Kept your special needs and best interests in mind.	5 4 3 2 1	5 4 3 2 1
7. Maintained a high level of trust in all dealings.	5 4 3 2 1	5 4 3 2 1
8. Provided courteous and professional service at all times.	5 4 3 2 1	5 4 3 2 1
9. Overall feelings about working with SecurityNational.	5 4 3 2 1	5 4 3 2 1
10. Would you recommend SNMC to your family, friends and associates?		YES NO
11. Did someone review your closing figures with you prior to closing?		YES NO
12. Can we document your comments as a testimonial to future customers?		YES NO
13. Did we do what we said we were going to do for you?		YES NO
14. Did we deliver what we promised to you at closing?		YES NO
15. Please rate the Closing Agent.		1 2 3 4 5

Please provide any praises or criticism's about SecurityNational Mortgage's Service:

We were very pleased and the process was very easy!

Please Sign: Linda Binkley

PLEASE FAX IT BACK TO US AT 407-816-7373 Or Email it to Doris.martin@securitynational.com

Thank You So Much For Your Time And Honest Input!!

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