



**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: Karen Davis

Date Closed: Aug. 23<sup>rd</sup> 2010

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.	(6) 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:**

Security National Mortgage's Service is a great company to work. Will definately recommend you.

Please Sign: Karen Davis

**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!!**

**SecurityNational Mortgage Company**

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