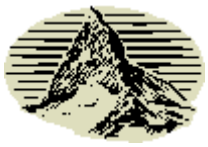

America's Bank
Home Mortgage Satisfaction Survey

Thank you for selecting America's Bank Home Mortgage to finance your home. We strive to provide the best possible service to our customers. Therefore, we rely on your candid response to maintain and improve our service. Please complete the following survey by marking the response that most accurately reflects your opinion about our service and return the completed survey in the postage-paid envelope provided. If you have questions, please call 1-800-555-1212.

Personal Information

Please complete this section if we may contact you about this survey. If you wish to complete this survey anonymously, leave this section blank.

NAME

ADDRESS

CITY

STATE

ZIP CODE

PHONE

Overall Perception of America's Bank Home Mortgage

Response Definition: SD=Strongly Disagree D=Disagree N=Neutral A=Agree SA=Strongly Agree

	SD	D	N	A	SA
Overall, I am satisfied with the service I receive from America's Bank Home Mortgage	☐	☐	☐	☐	☐

	Y	N
I would refer others to America's Bank Home Mortgage.	☐	☐
I would use America's Bank Home Mortgage again.	☐	☐

Loan Application

	SD	D	N	A	SA
Overall, I am satisfied with the performance of my home mortgage consultant.	☐	☐	☐	☐	☐
The home mortgage consultant provided clear, easily understood information to assist me in choosing the loan program that best suited my needs.	☐	☐	☐	☐	☐
The mortgage consultant explained what information was required for me to obtain my loan.	☐	☐	☐	☐	☐
The consultant provided a clear understanding of all steps involved in obtaining my loan.	☐	☐	☐	☐	☐
The mortgage consultant was accessible to me.	☐	☐	☐	☐	☐

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