

Loan Processing

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 performance of my mortgage specialist.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The specialist returned my telephone calls in a timely manner.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mortgage team members were available to me throughout loan processing.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was kept informed on the status of my loan.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If additional information was necessary, what was needed and why was it needed?

Loan Closing

	SD	D	N	A	SA
The details I needed to know to close my loan (i.e. time, place, form of payment, cash required to close, etc.) were clearly communicated to me.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The closing cost amount I was quoted was accurate the first time.				<input type="checkbox"/>	<input type="checkbox"/>
I had accurate closing figures 48 hours prior to closing.				<input type="checkbox"/>	<input type="checkbox"/>
The closing documents I was provided were accurate.				<input type="checkbox"/>	<input type="checkbox"/>

Other Service Providers

	SD	D	N	A	SA
Overall, I am satisfied with the service I received from my property appraiser.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall, I am satisfied with the performance of my settlement agent/title company/attorney.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

General Loan Questions

Why did you decide to use America's Bank Home Mortgage for your home financing or refinancing?

- | | |
|---|---|
| <input type="checkbox"/> Convenient Location | <input type="checkbox"/> Competitive Rates |
| <input type="checkbox"/> Current Home Mortgage Customer | <input type="checkbox"/> Fast Approvals |
| <input type="checkbox"/> Recommendation | <input type="checkbox"/> Other (please explain below) |

America's Bank Home Mortgage Survey

How did you learn about America's Bank Home Mortgage?

- | | | |
|--|--|--|
| <input type="checkbox"/> Family/Friend/Coworker | <input type="checkbox"/> Personal Banker | <input type="checkbox"/> Teller |
| <input type="checkbox"/> Newspaper Advertisement | <input type="checkbox"/> Email | <input type="checkbox"/> Search Engine |
| <input type="checkbox"/> Mortgage Broker | <input type="checkbox"/> Other | |

During the application phase, how often would you like to receive updates on your loan? (Choose only one)

- | | | |
|------------------------------------|---------------------------------------|---|
| <input type="checkbox"/> Every day | <input type="checkbox"/> Every 2 days | <input type="checkbox"/> Every 4 days |
| <input type="checkbox"/> Weekly | <input type="checkbox"/> Biweekly | <input type="checkbox"/> Whenever a change occurs |

How did this experience compare to any previous home financing? (Choose only one)

- | | | |
|---|---|---|
| <input type="checkbox"/> Easier | <input type="checkbox"/> About the same | <input type="checkbox"/> More difficult |
| <input type="checkbox"/> First-time home buyer (NA) | | |

What are your expectations for a return phone call when a call is made during business hours? (Choose only one)

- | | | |
|--|---|---|
| <input type="checkbox"/> Within 1hour | <input type="checkbox"/> Within 2 hours | <input type="checkbox"/> Within 4 hours |
| <input type="checkbox"/> Same business day | <input type="checkbox"/> Within 2 business days | <input type="checkbox"/> Other |

When applying for a home mortgage which method do you prefer? (Choose only one)

- | | | |
|---|--|-----------------------------------|
| <input type="checkbox"/> Face-to-face contact | <input type="checkbox"/> Toll-free phone | <input type="checkbox"/> Internet |
|---|--|-----------------------------------|

How many mortgages have you had?

- | | | | |
|---|------------------------------|--------------------------------|-------------------------------|
| <input type="checkbox"/> One | <input type="checkbox"/> Two | <input type="checkbox"/> Three | <input type="checkbox"/> Four |
| <input type="checkbox"/> More than four | | | |

How did you use the information you found on our internet site? (Choose all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Shop for a loan | <input type="checkbox"/> Begin the application process |
| <input type="checkbox"/> Research the home financing process | <input type="checkbox"/> Other |
| <input type="checkbox"/> Not applicable | |

Please use the space below to tell us anything additional that you would like us to know about your experience with America's Bank Home Mortgage. Thank you!

