

LOAN SURVEY FOR: Anthony & Marina C

- [a] Please rate the level of service you received: Poor / Average / Above Average / **Exceeded Expectations**
- [b] Were you happy with the lending institution recommended by Intelligent Finance? 1 2 3 4 **5** (1 = Poor, 5 = Satisfied)
- [c] Please rate the product knowledge that Intelligent Finance had of the lender chosen: Poor / Average / Above Average / **Exceeded Expectations**
- [d] Would you recommend Intelligent Finance? **Yes** / No / Undecided
- [e] Do you have any suggestions, which may improve our service and the way we do business?
Always excellent service.
- [f] To assist us in communicating to potential new clients, could you write a few points indicating what made Intelligent Finance unique compared to other companies you have dealt with before?
- take all concerns/issues away from loan process. Made it easy.
- trustworthy & reliable
- [g] Are you happy for us to include your responses in marketing materials to promote Intelligent Finance? (Names will always be omitted) **Yes** / No *If no, we will limit the use of this information to training purposes.

PLEASE FAX BACK TO (02) 9365 2790 OR POST THIS PAGE IN THE ATTACHED STAMPED SELF ADDRESSED ENVELOPE.