

LOAN SURVEY FOR: Isaac & Yvonne W

- [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?

NO changes extent 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?
Found the best Loan for us & really did your home work, & no stress on us at all.
- [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.

Thank you again

