

LOAN SURVEY FOR: Michael & Carolyn .3.

- [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?
MAINTAIN THE HIGH LEVEL OF SERVICE & STAY IN TOUCH WITH YOUR CUSTOMERS; AND I WILL ALWAYS BE A CUSTOMER OF YOURS.
- [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?
INTELLIGENT FINANCE HAS BEEN THE FIRST FINANCIAL INSTITUTION TO FIND A FIX AN ISSUE BEFORE THE CUSTOMER HAS HUNG TO CARRY THE PROBLEM WITH LOAN.
- [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.