



MAC CUSTOMER SATISFACTION SURVEY

Recently a Mortgage Alliance Professional has helped to facilitate your mortgage, and we would like to take this opportunity to thank you for your business and to ensure that you are satisfied with the service you received. We thank you in advance for taking a few moments of your time to provide us with some feedback.

1 How long did you expect it would take to get your mortgage approved?

- Less than 4 hours
- About 24 hours
- About 48 hours
- 7 days
- 30 days
- Over 30 days

2 How long did it take to get your mortgage approved?

- Less than 4 hours
- About 24 hours
- About 48 hours
- 7 days
- 30 days
- Over 30 days

3 How satisfied were you with the recommendations of your mortgage consultant?

- Exceptionally satisfied
- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

4 How satisfied were you with the way your mortgage consultant kept you informed during the mortgage process?

- Exceptionally satisfied
- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

5 How would you evaluate our overall performance?

- Exceptionally satisfied
- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied

6 Would you use us to negotiate your mortgage renewal or your next mortgage for you?

- Yes
- No

7 Would you use the same MAC mortgage professional?

- Yes
- No

8 Would you like to tell us the name of your MAC professional?

9 Would you recommend us to your family or friends?

- Yes
- No

10 What is the most important reason you chose MAC to assist you in getting your mortgage?

- Company reputation
- Referred by a friend
- Referred by a realtor
- Advertising
- Knew mortgage consultant
- Satisfied past customer
- Company referral
- Internet
- Other, please specify: _____

11 Would you like to give us your name and address?

Name: _____

Address: _____

City/Town: _____

Postal Code: _____

Email Address: _____

12 Is there anything you would like us to know about our service that we've not already covered?

Please complete the survey and fax back to 604-730-2722
Alternatively, visit us at www.mortgagealliance.com to complete an online version.