

Client(s) Thien Tran

Advisor Julian Finch

No	Question	Response
1: Questionnaire		
1.1	On a scale of 1 to 5 (1 being very poor, 5 being exceptional), how would you rank your overall experience with me?	5
1.2	What elements of the Service I provided did you like the most?	Everything is good, particularly solving issues when problem arises.
1.3	What did you most like about dealing with me?	Constantly in communication and progress is being reported.
1.4	Please rate me on the understanding of your needs.	Excellent
1.5	Please rate me on my knowledge and explanation of the lenders products.	Excellent
1.6	Please rate me on my courtesy and friendliness.	Very Good
1.7	Please rate me on my communication throughout the process.	Very Good
1.8	Would you be interested in knowing more about the other services I provide?	Yes
1.9	How did you hear about me?	Through a friend
1.10	Any other comments including areas I could improve my service?	Keep up the excellent work.