



Customer Service Survey

Thank you for the opportunity to help you with your home financial needs. It is our goal to deliver the best customer service possible to each and every one of our clients. Please take the time to fill out this quick survey about your experience with our company. Your opinion is very important to us, and we will value any feedback you can provide to us to help us better ourselves as a company.

Please read the questions below and tell us how satisfied or dissatisfied you are with each using the following scale:

- How satisfied are you with the overall loan process? 1 2 3 4 5
- How satisfied are you with the service you received? 1 2 3 4 5
- How satisfied are you with our company overall? 1 2 3 4 5
- How likely are you to use our services again? 1 2 3 4 5
- How likely are you to recommend our product/service to others? 1 2 3 4 5
- How likely are you to recommend our company to others? 1 2 3 4 5
- How would you rate your overall satisfaction with us? 1 2 3 4 5

1 – Very Satisfied 2 – Somewhat Satisfied 3 – Neutral 4 – Somewhat Dissatisfied 5 – Very Dissatisfied

1 – Strongly Agree 2 – Agree 3 – Neutral 4 – Disagree 5 – Strongly Disagree

- The loan officer/loan coordinator was very knowledgeable 1 2 3 4 5
- The loan officer/loan coordinator was very helpful in getting the transaction closed in a timely manner? 1 2 3 4 5

Please use this section if you have any additional comments you would like to leave:

If you wish to leave your name, please do so here: _____

Please send this survey back either by email to customerservice@ritewaymortgages.com or by regular mail.

Thank you for your feedback!