

Mailed 10/9/2006 1:44:54 PM

**CHOICE FINANCE**

www.choicefinance.net

**SERVICE EVALUATION**

Patrick Timothy Montgomery and Barbara Sowers Montgomery

Bowie, MD 20715

Loan Officer Mitch Jacobs

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A **\$50 GIFT CARD**

\$50 Gift Card is redeemable at over 1 million U S stores Your gift card will be promptly mailed to you (Does not apply to Home Equity Loans, must be hand delivered to your Loan Officer, can not be redeemed in conjunction with previous Home Depot Card offer )

Is above address where card should be mailed?  YES  NO

If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- Explanation of the loan process  E G F NI
- Knowledge of loan programs  E G F NI
- Explanation of Good Faith Estimate  E G F NI
- Responsive – prompt return of calls  E G F NI

2 Support Staff

- Courteous and Professional  E G F NI
- Responsive – prompt return of calls  E G F NI

3 Choice Finance

- Online Application  E G F NI
- Marketing materials  E G F NI

4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE  E G F NI

I will call my Loan Officer, Mitch Jacobs, for my next loan  Yes  No

I will recommend Mitch Jacobs to my family and friends  Yes  No

Please expand on your assessment of Mitch Jacobs and Choice Finance in 50+ words:

*Mitch is extremely low pressure and extremely professional. He went over the numbers and the process very thoroughly. He was always pleasant and responsive. Valerie and Mitch worked very hard to exceed our expectations. I feel confident recommending mitch and Choice Finance to others. Thank you.*

How did you find us? (i.e. referral, ad, etc.)

Professional Contact

May we use you as a reference?

Yes  No

May we use your comments in future marketing?

Yes  No

  
Signature

10/24/06  
Date

Mailed 10/18/2006 12:10:26 PM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Saiyed Dhoieam and Peera Dhoieam

Vienna, VA 22180

Loan Officer Greg Steis

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A **\$50 GIFT CARD**

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Is above address where card should be mailed? YES / NO

If NO, write address here:

LO initials

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- Explanation of the loan process (E) G F NI
- Knowledge of loan programs (E) G F NI
- Explanation of Good Faith Estimate (E) G F NI
- Responsive - prompt return of calls (E) G F NI

2 Support Staff

- Courteous and Professional (E) G F NI
- Responsive - prompt return of calls (E) G F NI

3 Choice Finance

- Online Application (E) G F NI
- Marketing materials (E) G F NI

4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE (E) G F NI

I will call my Loan Officer, **Greg Steis**, for my next loan (Yes) No

I will recommend **Greg Steis** to my family and friends (Yes) No

Please expand on your assessment of Greg Steis and Choice Finance in 50+ words:

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How did you find us? (i.e. referral, ad, etc.)

May we use you as a reference? (Yes) No

May we use your comments in future marketing? (Yes) No

Signature

Date

Mailed 10/20/2006 3:32:42 PM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Douglas Ratay and Jessica Ratay

Rockville, MD 20852

Loan Officer Alex Echeandia

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A **\$50 GIFT CARD**

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Is above address where card should be mailed?  YES / NO

If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- Explanation of the loan process  E G F NI
- Knowledge of loan programs  E G F NI
- Explanation of Good Faith Estimate  E G F NI
- Responsive - prompt return of calls  E G F NI

2 Support Staff

- Courteous and Professional  E G F NI
- Responsive - prompt return of calls  E G F NI

3 Choice Finance

- Online Application E  G F NI
- Marketing materials E  G F NI

4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE  E G F NI

- I will call my Loan Officer, Alex Echeandia, for my next loan  Yes No
- I will recommend Alex Echeandia to my family and friends  Yes No

Please expand on your assessment of Alex Echeandia and Choice Finance in 50+ words:

Alex has been extremely helpful!

How did you find us? (i.e. referral, ad, etc.)

- May we use you as a reference?  Yes No
- May we use your comments in future marketing?  Yes No

Signature \_\_\_\_\_

Date 12-1-2006

Mailed «Date\_File\_Updated»

# CHOICE FINANCE

www.choicefinance.net

## SERVICE EVALUATION

Zulema Bolton

Montgomery Village, MD 20886

Loan Officer Brent Mendelson

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE. THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A **\$50 GIFT CARD**

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Is above address where card should be mailed? YES / NO

If NO, write address here:

LO initials BRM

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

### 1 Loan Officer's Performance

- Explanation of the loan process      (E)    G    F    NI
- Knowledge of loan programs      (E)    G    F    NI
- Explanation of Good Faith Estimate      (E)    G    F    NI
- Responsive – prompt return of calls      (E)    G    F    NI

### 2 Support Staff

- Courteous and Professional      (E)    G    F    NI
- Responsive – prompt return of calls      (E)    G    F    NI

### 3 Choice Finance

- Online Application      (E)    G    F    NI
- Marketing materials      (E)    G    F    NI

### 4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE      E    (G)    F    NI

I will call my Loan Officer, **Brent Mendelson**, for my next loan      (Yes)    No

I will recommend **Brent Mendelson** to my family and friends      (Yes)    No

Please expand on your assessment of Brent Mendelson and Choice Finance in 50+ words:

Mr Mendelson is very professional.  
Thank you doing business with him

How did you find us? (i.e. referral, ad, etc.)

Ozmaria Hernandez

May we use you as a reference?

(Yes)    No

May we use your comments in future marketing?

(Yes)    No

Signature

10/30/06

Date

Mailed 11/3/2006 3:56:02 PM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Helen O'Neal and Richard O'Neal

Bowie, MD 20715

Loan Officer Mary Jane Boyle / DAVE WEXLER

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A **\$50 GIFT CARD**

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Is above address where card should be mailed? (YES) NO

If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 *Loan Officer's Performance*

- Explanation of the loan process      (E)    G    F    NI
- Knowledge of loan programs      (E)    G    F    NI
- Explanation of Good Faith Estimate      (E)    G    F    NI
- Responsive – prompt return of calls      (E)    G    F    NI

2 *Support Staff*

- Courteous and Professional      (E)    G    F    NI
- Responsive – prompt return of calls      (E)    G    F    NI

3 *Choice Finance*

- Online Application      (E)    G    F    NI
- Marketing materials      (E)    G    F    NI

4 *Choice Finance Corporation Overall Rating*

- OVERALL PERFORMANCE OF CHOICE FINANCE      (E)    G    F    NI

- I will call my Loan Officer, **Mary Jane Boyle**, for my next loan      (Yes) No
- I will recommend **Mary Jane Boyle** to my family and friends      (Yes) No

Please expand on your assessment of Mary Jane Boyle and Choice Finance in 50+ words:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How did you find us? (i.e. referral, ad, etc.)

Steve Goldstein - FINANCIAL PLANNER

May we use you as a reference?

(Yes) No

May we use your comments in future marketing?

(Yes) No

[Signature]  
Signature

11/15/06  
Date

Mailed 11/1/2006 2:26:31 PM

# CHOICE FINANCE

www.choicefinance.net

## SERVICE EVALUATION

Matthew Rothman

Bethesda, MD 20814

Loan Officer Scott Ruben

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A \$50 GIFT CARD

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Is above address where card should be mailed? YES / NO

If NO, write address here:

LO initials

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

### 1. Loan Officer's Performance

- Explanation of the loan process      (E)    G    F    NI
- Knowledge of loan programs        (E)    G    F    NI
- Explanation of Good Faith Estimate   (E)    G    F    NI
- Responsive - prompt return of calls   (E)    G    F    NI

### 2. Support Staff

- Courteous and Professional        (E)    G    F    NI
- Responsive - prompt return of calls   (E)    G    F    NI

### 3. Choice Finance

- Online Application                    (E)    G    F    NI
- Marketing materials                  (E)    G    F    NI

### 4. Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE    (E)    G    F    NI

- I will call my Loan Officer, **Scott Rubin**, for my next loan      **Yes**    No
- I will recommend **Scott Rubin** to my family and friends      **Yes**    No

Please expand on your assessment of Scott Ruben and Choice Finance

in 50+ words:

Great Guy!! Very professional!

The whole process was very smooth. Scott was very knowledgeable and knew what he was talking about. Scott answered all my questions with ease. I am not an easy guy to work with but Scott handled it like a pro!!

How did you find us? (i.e. referral, ad, etc.)

BNI

May we use you as a reference?

**Yes**    No

May we use your comments in future marketing?

**Yes**    No

Signature

4/2/06

Date

Mailed 11/8/2006 10:21:30 AM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Margaret Anne Ellis and Richard Dale Ellis

Delaplane, VA 20144

Loan Officer John Burley

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A **\$50 GIFT CARD**  
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(Does not apply to Home Equity Loans, must be hand delivered to your Loan Officer, can not be redeemed in conjunction with previous Home Depot Card offer)  
Is above address where card should be mailed? YES / NO  
If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- Explanation of the loan process      (E)    G    F    NI
- Knowledge of loan programs      (E)    G    F    NI
- Explanation of Good Faith Estimate      (E)    G    F    NI
- Responsive - prompt return of calls      (E)    G    F    NI

2. Support Staff

- Courteous and Professional      (E)    (G)    F    NI
- Responsive - prompt return of calls      (E)    (G)    F    NI

3. Choice Finance

- Online Application      E    G    F    ~~NI~~ N/A
- Marketing materials      E    G    F    NI

4. Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE      (E)    G    F    NI
- I will call my Loan Officer, John Burley, for my next loan      (Yes)    No
- I will recommend John Burley to my family and friends      (Yes)    No

Please expand on your assessment of John Burley and Choice Finance in 50+ words:

JOHN HAS HELPED US WITH SEVERAL LOANS OVER THE PAST FEW YEARS AND WE HAVE ALWAYS BEEN VERY PLEASED (WOULD NOT GO ANYWHERE ELSE FOR MORTGAGE FINANCING.

How did you find us? (i.e. referral, ad, etc.)

- May we use you as a reference?      (Yes)    No
- May we use your comments in future marketing?      (Yes)    No

Signature \_\_\_\_\_ Date 11-18-06

Mailed 10/13/2006 2:49:21 PM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Terrence Andrew Taylor and Cynthia Theresa Taylor

Frederick, MD 21704

Loan Officer Alex Echeandia

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Is above address where card should be mailed? YES / NO

If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- Explanation of the loan process      E      G      F      NI
- Knowledge of loan programs      E      G      F      NI
- Explanation of Good Faith Estimate      E      G      F      NI
- Responsive - prompt return of calls      E      G      F      NI

2. Support Staff

- Courteous and Professional      E      G      F      NI
- Responsive - prompt return of calls      E      G      F      NI

3. Choice Finance

- Online Application      E      G      F      NI
- Marketing materials      E      G      F      NI

4. Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE      E      G      F      NI

- I will call my Loan Officer, Alex Echeandia, for my next loan      Yes      No
- I will recommend Alex Echeandia to my family and friends      Yes      No

Please expand on your assessment of Alex Echeandia and Choice Finance in 50+ words:

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How did you find us? (i.e. referral, ad, etc.)

- May we use you as a reference?      Yes      No
- May we use your comments in future marketing?      Yes      No

Signature \_\_\_\_\_ Date 10-17-06



Mailed 10/5/2006 3:09:29 AM

# CHOICE FINANCE

www.choicefinance.net

## SERVICE EVALUATION

**Jim Stanley Anglemyer and Agnes Bonita Anglemyer**

**Fulton, MD 20759**

**Loan Officer John Burley**

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(Does not apply to Home Equity Loans, must be hand delivered to your Loan Officer, can not be redeemed in conjunction with previous Home Depot Card offer.)

Is above address where card should be mailed? YES / NO  
If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

### 1 Loan Officer's Performance

- |  |                                    |   |   |    |
|--|------------------------------------|---|---|----|
| <input type="checkbox"/> Explanation of the loan process     | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Knowledge of loan programs          | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of Good Faith Estimate  | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |

### 2 Support Staff

- |  |                                    |   |   |    |
|--|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional          | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |

### 3 Choice Finance

- |  |                                    |   |   |    |
|--|------------------------------------|---|---|----|
| <input type="checkbox"/> Online Application  | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Marketing materials | <input checked="" type="radio"/> E | G | F | NI |

### 4 Choice Finance Corporation Overall Rating

- |  |                                    |   |   |    |
|--|------------------------------------|---|---|----|
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE | <input checked="" type="radio"/> E | G | F | NI |
|--|------------------------------------|---|---|----|

I will call my Loan Officer, **John Burley**, for my next loan Yes No

I will recommend **John Burley** to my family and friends  Yes No

Please expand on your assessment of John Burley and Choice Finance in 50+ words:

John has been a pleasure to work with  
Very knowledgeable,  
Responsive and quick to return calls

How did you find us? (i.e. referral, ad, etc.)

May we use you as a reference?  Yes No

May we use your comments in future marketing?  Yes No

Signature \_\_\_\_\_

Date 10/11/06

Mailed 10/6/2006 11:20:39 AM

# CHOICE FINANCE

www.choicefinance.net

## SERVICE EVALUATION

Lisa Trana

germantown, MD 20876

Loan Officer Alex Echeandia

**\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A \$50 GIFT CARD**

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Is above address where card should be mailed? YES / NO

If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

### 1. Loan Officer's Performance

- Explanation of the loan process       E      G      F      NI
- Knowledge of loan programs       E      G      F      NI
- Explanation of Good Faith Estimate       E      G      F      NI
- Responsive – prompt return of calls       E      G      F      NI

### 2 Support Staff

- Courteous and Professional       E      G      F      NI
- Responsive – prompt return of calls       E      G      F      NI

### 3 Choice Finance

- Online Application      N/A      E      G      F      NI
- Marketing materials      N/A      E      G      F      NI

### 4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE       E      G      F      NI
- I will call my Loan Officer, Alex Echeandia, for my next loan       Yes      No
- I will recommend Alex Echeandia to my family and friends       Yes      No

Please expand on your assessment of Alex Echeandia and Choice Finance in 50+ words:

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How did you find us? (i.e. referral, ad, etc.)

May we use you as a reference?      Yes       No

May we use your comments in future marketing?       Yes      No

Signature \_\_\_\_\_

Date 10/11/06

Mailed 10/9/2006 4:21:53 PM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Melvin Joseph Girardin Jr.  
~~Fredericksburg, VA 22403~~  
 Loan Officer Mary Jane Boyle

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 (Does not apply to Home Equity Loans. must be hand delivered to your Loan Officer can not be redeemed in conjunction with previous Home Depot Card offer)

Is above address where card should be mailed? YES / NO  
 If NO, write address here:

L.O initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- Explanation of the loan process      (E)    G    F    NI
- Knowledge of loan programs      (E)    G    F    NI
- Explanation of Good Faith Estimate      (E)    G    F    NI
- Responsive - prompt return of calls      (E)    G    F    NI

2 Support Staff

- Courteous and Professional      (E)    G    F    NI
- Responsive - prompt return of calls      (E)    G    F    NI

3 Choice Finance

- Online Application      E    (G)    F    NI
- Marketing materials      (E)    G    F    NI

4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE      (E)    G    F    NI

- I will call my Loan Officer, **Mary Jane Boyle**, for my next loan      (Yes)    No
- I will recommend **Mary Jane Boyle** to my family and friends      (Yes)    No

Please expand on your assessment of Mary Jane Boyle and Choice Finance in 50+ words:

EXCELLENT COOPERATION AND PERSONAL ATTENTION!

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How did you find us? (i.e. referral, ad, etc)

REFERRAL

May we use you as a reference?

Yes    No

May we use your comments in future marketing?

(Yes)    No

Signature [Signature]

10/1 Date

Mailed 9/22/2006 10:59:22 AM

# CHOICE FINANCE

www.choicefinance.net

## SERVICE EVALUATION

Karen E Sweeney and Michael V Sweeney

Edgewater, MD 21037

Loan Officer Scott Rubin

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Is above address where card should be mailed?  YES / NO

If NO, write address here:

IO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

### 1 Loan Officer's Performance

- Explanation of the loan process  E G F NI
- Knowledge of loan programs  E G F NI
- Explanation of Good Faith Estimate  E G F NI
- Responsive - prompt return of calls  E G F NI

### 2 Support Staff

- Courteous and Professional  E G F NI
- Responsive - prompt return of calls  E G F NI

### 3 Choice Finance

- Online Application  E G F NI
- Marketing materials  E G F NI

### 4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE  E G F NI

I will call my Loan Officer, **Scott Rubin**, for my next loan  Yes No

I will recommend **Scott Rubin** to my family and friends  Yes No

Please expand on your assessment of Scott Rubin and Choice Finance in 50+ words:

Scott was great at explaining all the details to me. He was always prompt at returning my phone calls. I have researched with different companies in the past and never was as quick and pleasant as this time. It was very convenient for me as Scott and Settlement came to me. I will refer Scott to all my friends & family.

How did you find us? (i.e. referral, ad, etc.)

Referral

May we use you as a reference?

Yes No

May we use your comments in future marketing?

Yes No

Signature

10/1/00 Date

Mailed 9/5/2006 4:33:05 PM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Erica L. Holcomb  
Baltimore, MD 21231  
Loan Officer Anthony Nivens

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A **\$50 GIFT CARD**  
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Is above address where card should be mailed? YES / NO  
If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- Explanation of the loan process      (E)   G   F   NI
  - Knowledge of loan programs      (E)   G   F   NI
  - Explanation of Good Faith Estimate      E   G   F   NI
  - Responsive - prompt return of calls      (E)   G   F   NI
- Do not recall being explained*

2 Support Staff - Dealt only with loan officer

- Courteous and Professional      E   G   F   NI
- Responsive - prompt return of calls      E   G   F   NI

3 Choice Finance

- Online Application *N/A*      E   G   F   NI
- Marketing materials      (E)   G   F   NI

4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE      (E)   G   F   NI

- I will call my Loan Officer, **Anthony Nivens**, for my next loan      (Yes)   No
- I will recommend **Anthony Nivens** to my family and friends      (Yes)   No

Please expand on your assessment of Anthony Nivens and Choice Finance in 50+ words:

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How did you find us? (i.e. referral, ad, etc.)

*Internet research*

May we use you as a reference?

(Yes)   (~~No~~)

May we use your comments in future marketing?

Yes   (No)

*[Signature]*  
Signature \_\_\_\_\_ Date *9/10/06*

Mailed 9/26/2006 12:37:47 PM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

**Kevin D Morales**  
Beltsville, MD 20705  
Loan Officer **Greg Darlin**

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A **\$50 GIFT CARD**  
\$50 Gift Card is redeemable at over 1 million U.S. stores. Your gift card will be promptly mailed to you.  
(Does not apply to Home Equity Loans, must be hand delivered to your Loan Officer. Can not be redeemed in conjunction with previous Home Depot Card offer)  
Is above address where card should be mailed? YES / NO  
If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- Explanation of the loan process (E) G F NI
- Knowledge of loan programs (E) G F NI
- Explanation of Good Faith Estimate (E) G F NI
- Responsive -- prompt return of calls (E) G F NI

2. Support Staff

- Courteous and Professional (E) G F NI
- Responsive -- prompt return of calls (E) G F NI

3. Choice Finance

- Online Application (E) G F NI
- Marketing materials (E) G F NI

4. Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE (E) G F NI

- I will call my Loan Officer, **Greg Darlin**, for my next loan (Yes) No
- I will recommend **Greg Darlin** to my family and friends (Yes) No

Please expand on your assessment of Greg Darlin and Choice Finance in 50+ words:

Brilliant financial expert!!

How did you find us? (i.e. referral, ad, etc.)

- May we use you as a reference? Yes No
- May we use your comments in future marketing? Yes No

Signature \_\_\_\_\_ Date 10-4-06

Mailed 8/23/2006 10:04:10 AM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

**Robert G Burrows and Suzanne I Burrows**

**Washington, DC 20016**  
Loan Officer **John Burley**

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO YOUR LOAN OFFICER, AND YOU WILL BE MAILED A **\$50 GIFT CARD**  
\$50 Gift Card is redeemable at over 1 million U S stores Your gift card will be promptly mailed to you (Does not apply to Home Equity Loans. must be hand delivered to your Loan Officer, can not be redeemed in conjunction with previous Home Depot Card offer )  
Is above address where card should be mailed? YES / NO  
If NO, write address here: \_\_\_\_\_

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. *Loan Officer's Performance*

- Explanation of the loan process      E    G    F    NI
- Knowledge of loan programs      E    G    F    NI
- Explanation of Good Faith Estimate      E    G    F    NI
- Responsive – prompt return of calls      E    G    F    NI

2. *Support Staff*

- Courteous and Professional      E    G    F    NI
- Responsive – prompt return of calls      E    G    F    NI

3. *Choice Finance*

- Online Application      E    G    F    NI
- Marketing materials      E    G    F    NI

4. *Choice Finance Corporation Overall Rating*

- OVERALL PERFORMANCE OF CHOICE FINANCE      E    G    F    NI
- I will call my Loan Officer, **John Burley**,  
for my next loan      Yes No
- I will recommend **John Burley**  
to my family and friends      Yes No

Please expand on your assessment of John Burley and Choice Finance in 50+ words:

Highly professional, knowledgeable and responsive. Always looking out for my best interest.

How did you find us? (i.e. referral, ad, etc.)

Ad (2006)

May we use you as a reference?

Yes No

May we use your comments in future marketing?

Yes No

Signature \_\_\_\_\_

9/20/06  
Date

Mailed 8/21/2006 1:24:10 PM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

**Deron Lee Meador and Sheryl Anne Meador**

**Monrovia, MD 21770**

**Loan Officer John Burley**

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO YOUR LOAN OFFICER, AND YOU WILL BE MAILED A **\$50 GIFT CARD**  
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Is above address where card should be mailed? **YES** NO  
If NO, write address here:

L.O initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

**1 Loan Officer's Performance**

- Explanation of the loan process      **E**      G      F      NI
- Knowledge of loan programs      **E**      G      F      NI
- Explanation of Good Faith Estimate      **E**      **G**      F      NI
- Responsive – prompt return of calls      **E**      G      F      NI

**2 Support Staff**

- Courteous and Professional      **E**      G      F      NI
- Responsive – prompt return of calls      **E**      G      F      NI

**3 Choice Finance**

- Online Application      E      **G**      F      NI
- Marketing materials      E      **G**      F      NI

**4 Choice Finance Corporation Overall Rating**

- OVERALL PERFORMANCE OF CHOICE FINANCE      **E**      G      F      NI

- I will call my Loan Officer, **John Burley**, for my next loan      **Yes**      No
- I will recommend **John Burley** to my family and friends      **Yes**      No

Please expand on your assessment of John Burley and Choice Finance in 50+ words:

*It was a pleasure to work with John Burley and his staff at Choice Finance. Mr. Burley was responsive to all questions, dependable and reliable in accomplishing the task at hand. I was most impressed with the turnaround and how quickly the settlement date was scheduled*

How did you find us? (i.e. referral, ad, etc.)

- May we use you as a reference?      **Yes**      No
- May we use your comments in future marketing?      **Yes**      No

*[Signature]*  
Signature \_\_\_\_\_ Date **9/5/06**



Mailed 7/27/2006 11:13:32 AM

# CHOICE FINANCE

www.choicefinance.net

## SERVICE EVALUATION

Paul Shinn and Angelee Mullins

Gaithersburg, MD 20877

Loan Officer **Bob Kearns**

**\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO YOUR LOAN OFFICER, AND YOU WILL BE MAILED A \$50 GIFT CARD**

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Is above address where card should be mailed? **YES** NO

If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

### 1 Loan Officer's Performance

- Explanation of the loan process      E    **G**    F    NI
- Knowledge of loan programs      E    **G**    F    NI
- Explanation of Good Faith Estimate      E    **G**    F    NI
- Responsive - prompt return of calls      E    **G**    F    NI

### 2 Support Staff

- Courteous and Professional      E    **G**    F    NI
- Responsive - prompt return of calls      E    **G**    F    NI

### 3 Choice Finance

- Online Application      E    G    F    **NI**
- Marketing materials      E    G    F    **NI**

### 4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE      E    **G**    F    NI
- I will call my Loan Officer, **Bob Kearns**,  
for my next loan      **Yes**    No
- I will recommend **Bob Kearns**  
to my family and friends      **Yes**    No

Please expand on your assessment of Bob Kearns and Choice Finance in 50+ words:

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How did you find us? (i.e. referral, ad, etc.)

May we use you as a reference?

May we use your comments in future marketing?

**Yes**    **No**  
**Yes**    **No**

Signature \_\_\_\_\_

Date 8/29/06

Mailed 7/24/2006 1:45:32 PM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Anthony Mark Kouneski and Mary Ann Kouneski

Kensington, MD 20895  
Loan Officer Steve Jacobs

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO YOUR LOAN OFFICER, AND YOU WILL BE MAILED A **\$50 GIFT CARD**  
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(Does not apply to Home Equity Loans, must be hand delivered to your Loan Officer, can not be redeemed in conjunction with previous Home Depot Card offer)  
Is above address where card should be mailed? YES / NO  
If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- Explanation of the loan process      E      G      F      NI
- Knowledge of loan programs      E      G      F      NI
- Explanation of Good Faith Estimate      E      G      F      NI
- Responsive - prompt return of calls      E      G      F      NI

2 Support Staff

- Courteous and Professional      E      G      F      NI
- Responsive - prompt return of calls      E      G      F      NI

3 Choice Finance

- Online Application      E      G      F      NI
- Marketing materials      E      G      F      NI

4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE      E      G      F      NI

- I will call my Loan Officer, Steve Jacobs, for my next loan      Yes No
- I will recommend Steve Jacobs to my family and friends      Yes No

Please expand on your assessment of Steve Jacobs and Choice Finance in 50+ words:

Very professional and sensitive to our needs - worked closely with us and helped us understand the process of applying successfully for this mortgage. We made the experience not only enjoyable but productive as well.

How did you find us? (i.e. referral, ad, etc.)

Referral

May we use you as a reference?

Yes No

May we use your comments in future marketing?

Yes No

Signature \_\_\_\_\_

9/7/06  
Date

Mailed 8/25/2006 10:06:38 AM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Melvyn J Estrin  
Silver Spring, MD 20906  
Loan Officer Scott Rubin

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO MANAGEMENT, AND YOU WILL BE MAILED A \$50 GIFT CARD  
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Is above address where card should be mailed? YES / NO  
If NO, write address here:

LO initials

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1. Loan Officer's Performance

- Explanation of the loan process      (E)    G    F    NI
- Knowledge of loan programs        (E)    G    F    NI
- Explanation of Good Faith Estimate   (E)    G    F    NI
- Responsive - prompt return of calls   (E)    G    F    NI

2 Support Staff

- Courteous and Professional        (E)    G    F    NI
- Responsive - prompt return of calls   (E)    G    F    NI

3 Choice Finance

- Online Application                    (E)    G    F    NI
- Marketing materials                  (E)    G    F    NI

4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE    (E)    G    F    NI

- I will call my Loan Officer, **Scott Rubin**, for my next loan      (Yes) No
- I will recommend **Scott Rubin** to my family and friends      (Yes) No

Please expand on your assessment of Scott Rubin and Choice Finance in 50+ words:

Just a REALLY Great job and a wonderful attitude

How did you find us? (i.e. referral, ad, etc.)

Past work - originally DAVID Grossberg, Brown hutz

May we use you as a reference?

(Yes) No  
(Yes) No

May we use your comments in future marketing?

Signature

Date

Mailed 8/14/2006 11:30:40 AM

# CHOICE FINANCE

www.choicefinance.net

## SERVICE EVALUATION

Emmanuel A. Taylor

Perry Hall, MD 21128

Loan Officer Mitch Jacobs

**\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO YOUR LOAN OFFICER, AND YOU WILL BE MAILED A \$50 GIFT CARD**

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Is above address where card should be mailed? **YES** / NO

If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

### 1. Loan Officer's Performance

- Explanation of the loan process      (E)    G    F    NI
- Knowledge of loan programs      (E)    G    F    NI
- Explanation of Good Faith Estimate      (E)    G    F    NI
- Responsive - prompt return of calls      (E)    G    F    NI

### 2. Support Staff

- Courteous and Professional      E    (G)    F    NI
- Responsive - prompt return of calls      E    (G)    F    NI

### 3. Choice Finance

- Online Application      E    (G)    F    NI
- Marketing materials      (E)    G    F    NI

### 4. Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE      (E)    G    F    NI

I will call my Loan Officer, **Mitch Jacobs**, for my next loan      **Yes** No

I will recommend **Mitch Jacobs** to my family and friends      **Yes** No

Please expand on your assessment of Mitch Jacobs and Choice Finance in 50+ words:

Very upfront with all pertinent information I needed to know during the loan process. Very honest!

How did you find us? (i.e. referral, ad, etc.)

May we use you as a reference?

May we use your comments in future marketing?

Previous business relationship with Mitch.  
 Yes    No  
 Yes    No

Signature \_\_\_\_\_

Date 8/28/06

Mailed 6/1/2006 10:29:52 AM

# CHOICE FINANCE

www.choicefinance.net

## SERVICE EVALUATION

George Munoz and Kathy Munoz

Loan Officer **Greg Darlin**

\*AFTER SETTLEMENT, HAND DELIVER THIS COMPLETED SURVEY TO YOUR LOAN OFFICER AND YOU WILL BE MAILED A **\$50 GIFT CARD**  
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 (Does not apply to Home Equity Loans. must be hand delivered to your Loan Officer. can not be redeemed in conjunction with previous Home Depot Card offer.)  
 Is above address where card should be mailed? YES / NO  
 If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

### 1. Loan Officer's Performance

- Explanation of the loan process      E      G      F      NI
- Knowledge of loan programs      E      G      F      NI
- Explanation of Good Faith Estimate      E      G      F      NI
- Responsive – prompt return of calls      E      G      F      NI

### 2 Support Staff

- Courteous and Professional      E      G      F      NI
- Responsive – prompt return of calls      E      G      F      NI

### 3 Choice Finance

- Online Application      E      G      F      NI
- Marketing materials      E      G      F      NI

### 4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE      E      G      F      NI

- I will call my Loan Officer, **Greg Darlin**, for my next loan      Yes      No
- I will recommend **Greg Darlin** to my family and friends      Yes      No

Please expand on your assessment of Greg Darlin and Choice Finance in 50+ words:

*Greg found us a great rate. He worked with us even when we changed our loan parameters. Greg did a wonderful job for us.*

How did you find us? (i.e. referral, ad, etc.) \_\_\_\_\_

May we use you as a reference? Yes

May we use your comments in future marketing? Yes

Signature \_\_\_\_\_

Date 5/16/06

Mailed 7/25/2006 11:39:07 AM

# CHOICE FINANCE

www.choicefinance.net

## SERVICE EVALUATION

**ANTHONY MARK KOUNESKI and MARY ANN KOUNESKI**

**STEVENSVILLE, MD 21666**

Loan Officer Steve Jacobs

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO YOUR LOAN OFFICER, AND YOU WILL BE MAILED A **\$50 GIFT CARD**  
\$50 Gift Card is redeemable at over 1 million U S stores. Your gift card will be promptly mailed to you  
(Does not apply to Home Equity Loans, must be hand delivered to your Loan Officer. can not be redeemed in conjunction with previous Home Depot Card offer)

Is above address where card should be mailed? YES / NO  
If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

### 1 Loan Officer's Performance

- Explanation of the loan process       E      G      F      NI
- Knowledge of loan programs       E      G      F      NI
- Explanation of Good Faith Estimate       E      G      F      NI
- Responsive - prompt return of calls       E      G      F      NI

### 2 Support Staff

- Courteous and Professional       E      G      F      NI
- Responsive - prompt return of calls       E      G      F      NI

### 3 Choice Finance

- Online Application       E       G      F      NI
- Marketing materials       E      G      F      NI

### 4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE       E      G      F      NI

- I will call my Loan Officer, **Steve Jacobs**, for my next loan       Yes      No
- I will recommend **Steve Jacobs** to my family and friends       Yes      No

Please expand on your assessment of Steve Jacobs and Choice Finance in 50+ words:

*Great process made easy by Steve. His knowledge, experience and care for our interest was outstanding*

How did you find us? (i.e. referral, ad, etc.)

*At Steve's request*

May we use you as a reference?

Yes      No

May we use your comments in future marketing?

Yes      No

Signature

*8/21/06*  
Date

*sent 8/21/06*

Mailed 6/2/2006 3:33:57 PM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Jennifer Gowen

Silver Spring, MD 20904

Loan Officer Juan Velazquez

\*AFTER SETTLEMENT, HAND DELIVER THIS COMPLETED SURVEY TO YOUR LOAN OFFICER AND YOU WILL BE MAILED A **\$50 GIFT CARD**

\$50 Gift Card is redeemable at over 1 million U.S. stores. Your gift card will be promptly mailed to you (Does not apply to Home Equity Loans, must be hand delivered to your Loan Officer, can not be redeemed in conjunction with previous Home Depot Card offer)

Is above address where card should be mailed?  YES / NO  
If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 *Loan Officer's Performance*

- |  |                                    |                                    |   |    |
|--|------------------------------------|------------------------------------|---|----|
| <input type="checkbox"/> Explanation of the loan process     | E                                  | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Knowledge of loan programs          | <input checked="" type="radio"/> E | G                                  | F | NI |
| <input type="checkbox"/> Explanation of Good Faith Estimate  | E                                  | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G                                  | F | NI |

2 *Support Staff*

- |  |   |                                    |   |    |
|--|---|------------------------------------|---|----|
| <input type="checkbox"/> Courteous and Professional          | E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | E | <input checked="" type="radio"/> G | F | NI |

3 *Choice Finance*

- |  |     |   |   |   |    |
|--|-----|---|---|---|----|
| <input type="checkbox"/> Online Application  | N/A | E | G | F | NI |
| <input type="checkbox"/> Marketing materials | N/A | E | G | F | NI |

4 *Choice Finance Corporation Overall Rating*

- |  |   |                                    |                                      |    |
|--|---|------------------------------------|--------------------------------------|----|
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE                                 | E | <input checked="" type="radio"/> G | F                                    | NI |
| <input type="checkbox"/> I will call my Loan Officer, <b>Juan Velazquez</b> , for my next loan |   |                                    | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend <b>Juan Velazquez</b> to my family and friends       |   |                                    | <input checked="" type="radio"/> Yes | No |

Please expand on your assessment of Juan Velazquez and Choice Finance in 50+ words:

Juan did everything he needed to do to get me the house of my dreams.

How did you find us? (i.e. referral, ad, etc.)

REFERRAL

May we use you as a reference?

Yes No

May we use your comments in future marketing?

Yes No

Signature \_\_\_\_\_

Date 7

Mailed 7/17/2006 11:23:23 AM

**CHOICE FINANCE**  
www.choicefinance.net

**SERVICE EVALUATION**

Arthur E Gluck and Linda Gluck

1001 KENNEDY DRIVE

Clarksville, MD 21029

Loan Officer Mitch Jacobs

\*AFTER SETTLEMENT, HAND DELIVER TO CHOICE FINANCE, THIS COMPLETED SURVEY TO YOUR LOAN OFFICER, AND YOU WILL BE MAILED A **\$50 GIFT CARD**

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Is above address where card should be mailed? YES/NO  
If NO, write address here:

LO initials \_\_\_\_\_

Please circle (E)xcellent, (G)ood, (F)air, (NI)Needs Improvement

1 Loan Officer's Performance

- Explanation of the loan process F G F NI
- Knowledge of loan programs E G F NI
- Explanation of Good Faith Estimate E G F NI
- Responsive - prompt return of calls E G F NI

2 Support Staff

- Courteous and Professional E G F NI
- Responsive - prompt return of calls E G F NI

3 Choice Finance

- Online Application E G F NI
- Marketing materials E G F NI

4 Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE E G F NI
- I will call my Loan Officer, Mitch Jacobs, for my next loan Yes No
- I will recommend Mitch Jacobs to my family and friends Yes No

Please expand on your assessment of Mitch Jacobs and Choice Finance in 50+ words:

Excellent service, quick response to all calls & questions. Entire process made simple & quick while keeping us informed ~~through~~ throughout the entire process.

How did you find us? (i.e. referral, ad, etc.)

- May we use you as a reference? Yes No
- May we use your comments in future marketing? Yes No

Signature \_\_\_\_\_ Date 8/8/2006