

CHOICE FINANCE CORPORATION

Service Evaluation

William & Joan Gordon
Washington, DC 20010

Loan Officer: John Burley

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1 Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive -- prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | |
|--|-----|-----|------|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F NI |

How did we do? We would like to hear your thoughts -- please comment:

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

- | | | | |
|---|----|-----|----|
| May we use you as a reference? | ed | Yes | No |
| May we use your comments in future marketing? | | Yes | No |
| Would you like a copy of your appraisal? | | Yes | No |

[Signature] _____ Date

CHOICE FINANCE CORPORATION

Service Evaluation

Kathy L. Davis
~~14322 W. ...~~
Sterling, VA 20166

Loan Officer John Burley

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation

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

1. Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|------------------------------------|---|--------------------------------------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F | NI |

How did we do? We would like to hear your thoughts - please comment:

Thanks to John & B.J. for making my experience of refinancing easy and wonderful!

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

- | | | |
|---|--------------------------------------|----|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | <input checked="" type="radio"/> Yes | No |

Mark Manning

Signature [Redacted] Date [Redacted]

CHOICE FINANCE CORPORATION

Service Evaluation

Robert & Suzanne Burrows

Loan Officer John Burley

Wash. DC 20016

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1 Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|---|------------------------------------|---|----|
| <input type="checkbox"/> Courteous and Professional | E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Promptness | E | <input checked="" type="radio"/> G | F | NI |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | | |
|--|------------------------------------|---|--------------------------------------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F | NI |


How did we do? We would like to hear your thoughts - please comment:

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

Washington Post ad.

- May we use you as a reference?
- May we use your comments in future marketing?
- Would you like a copy of your appraisal?

- | | |
|--------------------------------------|-------------------------------------|
| <input checked="" type="radio"/> Yes | No |
| <input checked="" type="radio"/> Yes | No |
| Yes | <input checked="" type="radio"/> No |


Signature


Date

CHOICE FINANCE CORPORATION

Service Evaluation

Leonard + Vivien Robin

Loan Officer

John Burley

Washington, DC 20012

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1. Loan Officer's Performance

- | | | | | |
|---|------------------------------------|------------------------------------|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|------------------------------------|---|--------------------------------------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F | NI |

How did we do? We would like to hear your thoughts - please comment:

My loan officer did not know accurately the cost of settlement in Washington DC so underwriter inflated the cost in the good faith estimate. This was corrected at settlement.

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

Washington Post Real Estate section

- | | | |
|---|--------------------------------------|----|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | <input checked="" type="radio"/> Yes | No |

Signature [Redacted] Date [Redacted]

CHOICE FINANCE CORPORATION

Service Evaluation

James + Leslie Joseph
Crownsville, Md 21032

Loan Officer John Borley

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1. Loan Officer's Performance

- | | | | | |
|---|------------------------------------|------------------------------------|------------------------------------|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | E | <input checked="" type="radio"/> G | F | NI |
| > Application | E | <input checked="" type="radio"/> G | F | NI |
| > Underwriting | E | <input checked="" type="radio"/> G | F | NI |
| > Approval | E | G | <input checked="" type="radio"/> F | NI |
| > Closing | E | G | <input checked="" type="radio"/> F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|------------------------------------|---|----|
| <input type="checkbox"/> Courteous and Professional | E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Promptness | E | <input checked="" type="radio"/> G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | |
|--|---|--------------------------------------|------|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | E | <input checked="" type="radio"/> G | F NI |

How did we do? We would like to hear your thoughts - please comment:

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?

Would you like a copy of your appraisal?

Newspaper Sat. Rate Quotes

- | | |
|--------------------------------------|--|
| <input checked="" type="radio"/> Yes | No |
| <input checked="" type="radio"/> Yes | No |
| Yes | <input checked="" type="radio"/> NO I have one |

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Craig + Diane MacAllister
~~████████████████████~~
 Fairfax, VA 22032

Loan Officer John Burley

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1. Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2. Appraiser Performance

- | | | | | | |
|---|-----|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | N/A | E | G | F | NI |
| <input type="checkbox"/> Promptness | N/A | E | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | |
|--|-------|--------------|
| <input type="checkbox"/> I will call CFC FIRSI for my next financing transaction | (Yes) | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | (Yes) | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G F NI |

How did we do? We would like to hear your thoughts - please comment:
John Burley was extremely helpful
in helping us find a HE/LOC loan.
He was professional at all times
and I truly valued his advice.

- How did you find us? (i.e. referral, ad, etc.)** Ad
- | | | |
|---|-------|-----------|
| May we use you as a reference? | (Yes) | No |
| May we use your comments in future marketing? | (Yes) | No |
| Would you like a copy of your appraisal? | N/A | Yes No |

~~████████████████████~~ _____
 Signature Date

CHOICE FINANCE CORPORATION

Service Evaluation

The Streeter's
~~_____~~
Mitchellville, Md 20721

Loan Officer John Buckley

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1 Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | | |
|--|------------------------------------|---|--------------------------------------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP | <input checked="" type="radio"/> E | G | F | NI |

How did we do? We would like to hear your thoughts - please comment:

John was a great help to us in not only our primary refinancing, but also in overall financial planning strategy. He really improved our cash flow! Thank You!
Chris & Denise Streeter

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

Rate history in newspaper

May we use you as a reference?

Yes No

May we use your comments in future marketing?

Yes No

Would you like a copy of your appraisal?

Yes No

*Have it
Thank You*

Signature _____

Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

The MacAllister
Fairfax, VA 22032

Loan Officer John Barley

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1. Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive -- prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | |
|--|-----|-------|------|
| <input type="checkbox"/> I will call CFC FIRSI for my next financing transaction | | (Yes) | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | (Yes) | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F NI |

How did we do? We would like to hear your thoughts -- please comment:

Mr. John Barley's performance was
absolutely outstanding! I have already
recommended his services to
numerous friends and relatives.

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

Ad - Washington Post

May we use you as a reference?

(Yes) No

May we use your comments in future marketing?

(Yes) No

Would you like a copy of your appraisal?

→ Already have Yes No

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Nancy Hakenson
~~_____~~
Woodbridge, VA 22193

Loan Officer John Burley

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1. Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| | | | | |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| | | | | |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|------------------------------------|---|--------------------------------------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F | NI |

How did we do? We would like to hear your thoughts - please comment:

Perfect from the first inquiry!
Prompt, courteous, professional service
John Burley is Super!

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

Internet

- | | | |
|---|--------------------------------------|----|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | <input checked="" type="radio"/> Yes | No |

Signature [Signature] Date [Date]

Mailed 2/22/2005

CHOICE FINANCE
www.choicefinance.net

SERVICE EVALUATION

Robert Jerome Dean & Kathleen Dean

Winchester, VA 22603
Loan Officer Greg Darlin

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

***AFTER SETTLEMENT, HAND DELIVER THIS SURVEY WITH ENCLOSED BROCHURE TO MANAGEMENT AND RECEIVE YOUR \$50 HOME DEPOT GIFT CARD!**
(otherwise please fax to 866-876-2974) (Does not apply to Home Equity Loans)

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:

THE BEST AND MOST COMPETENT PERSON I HAVE HAD TO WORK WITH ON ANY LOAN.

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: _____

CHOICE FINANCE

www.choicefinance.net

SERVICE EVALUATION

Michael S Williamson

Silver Spring, MD 20902

Loan Officer Greg Darlin

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

***AFTER SETTLEMENT, HAND DELIVER THIS SURVEY WITH ENCLOSED BROCHURE TO MANAGEMENT, AND RECEIVE YOUR \$50 HOME DEPOT GIFT CARD!**
(otherwise, please fax to 866-876-2974)

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 *Did not use* (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:

Great! Out. Easy to work with!

- 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?

personal recommendation
(Yes) No
(Yes) No

Signature _____ Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

Art & Cecelia Lyons
[REDACTED]
 Woodbine, MD 21797

Loan Officer **Greg Darlin**

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1 Loan Officer's Performance

- | | | | | |
|---|------------------------------------|------------------------------------|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

96%

2 Appraiser Performance

- | | | | | |
|---|------------------------------------|------------------------------------|---|----|
| <input type="checkbox"/> Courteous and Professional | E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

28 3

7

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

4 3

4 Choice Finance Corporation Overall Rating

- | | | | |
|--|------------------------------------|--------------------------------------|------|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G | F NI |

100%

How did we do? We would like to hear your thoughts – please comment:

Greg was very helpful describing loans that would best fit our needs. We shopped around & got the best deal with CFC.

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

- | | | |
|---|--------------------------------------|----|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | <input checked="" type="radio"/> Yes | No |

Signature [REDACTED]

Date [REDACTED]

CHOICE FINANCE CORPORATION

Service Evaluation

Robert Flick and Elizabeth Flick Loan Officer **Greg Darlin**
Gambrills, MD 21054

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1. Loan Officer's Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input checked="" type="radio"/> E | G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

100

2. Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

8

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

8

4. Choice Finance Corporation Overall Rating

- | | | |
|--|--------------------------------------|--------|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | G F NI |

100

How did we do? We would like to hear your thoughts – please comment:

The total experience went very well from beginning to end. Should I need such service in the future, I will call Choice Finance Corp. first.

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

Referral

- | | | |
|---|--------------------------------------|----|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | <input checked="" type="radio"/> Yes | No |

Signature *[Redacted]*

Date *[Redacted]*

CHOICE FINANCE CORPORATION

Service Evaluation

Debra & Steven Rosenthal
[REDACTED]

Loan Officer **Greg Darlin**

Silver Spring, MD 20901

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1. Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|-----|-------|----|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | (Yes) | No | |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | (Yes) | No | |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F | NI |

How did we do? We would like to hear your thoughts - please comment:

Greg Darlin was great to work with. I meant to call and thank him, so I'm very glad to receive this evaluation form to express my gratitude.

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

Would you like a copy of your appraisal?

(Yes) No

Signature

Date

6001 Montrose Road #504 * Rockville, MD * 20852

Direct Line (301) 881-8900 * Fax (301) 881-9001

www.choicefinance.net

CHOICE FINANCE CORPORATION

Service Evaluation

Dawn M. Robben
 [Redacted]
 Wendorf, MD 20603

Loan Officer **Greg Darlin**

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1 Loan Officer's Performance

- | | | | | |
|---|------------------------------------|------------------------------------|---|----|
| <input type="checkbox"/> Knowledge of loan programs | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | <input type="radio"/> E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | <input checked="" type="radio"/> E | G | F | NI |
| > Application | <input checked="" type="radio"/> E | G | F | NI |
| > Underwriting | <input type="radio"/> E | <input checked="" type="radio"/> G | F | NI |
| > Approval | <input checked="" type="radio"/> E | G | F | NI |
| > Closing | <input type="radio"/> E | <input checked="" type="radio"/> G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | <input checked="" type="radio"/> E | G | F | NI |

90%

24 9

2 Appraiser Performance

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

B

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|------------------------------------|---|---|----|
| <input type="checkbox"/> Courteous and Professional | <input checked="" type="radio"/> E | G | F | NI |
| <input type="checkbox"/> Promptness | <input checked="" type="radio"/> E | G | F | NI |

B

4 Choice Finance Corporation Overall Rating

- | | | | |
|--|------------------------------------|--------------------------------------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | <input checked="" type="radio"/> Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <input checked="" type="radio"/> E | F | NI |

100%

How did we do? We would like to hear your thoughts – please comment:

Greg was great. He explained everything and
I felt like he was getting me the best deal.
I'm extremely pleased with my overall dealings
with Greg.

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

loanfor.com

- | | | |
|---|--------------------------------------|----|
| May we use you as a reference? | <input checked="" type="radio"/> Yes | No |
| May we use your comments in future marketing? | <input checked="" type="radio"/> Yes | No |
| Would you like a copy of your appraisal? | <input checked="" type="radio"/> Yes | No |

 Signature Date

B

CHOICE FINANCE CORPORATION

Service Evaluation

William + Kamelia Crowley
~~1234567890~~
Toms Brook, VA 22660

Loan Officer Greg Darlin

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1. Loan Officer's Performance

- | | | | | |
|--|----------|---|---|----|
| <input checked="" type="checkbox"/> Knowledge of loan programs | <u>E</u> | G | F | NI |
| <input checked="" type="checkbox"/> Courteous and helpful | <u>E</u> | G | F | NI |
| <input checked="" type="checkbox"/> Responsive - prompt return of calls | <u>E</u> | G | F | NI |
| <input checked="" type="checkbox"/> Explanation of the loan process | <u>E</u> | G | F | NI |
| > Application | <u>E</u> | G | F | NI |
| > Underwriting | <u>E</u> | G | F | NI |
| > Approval | <u>E</u> | G | F | NI |
| > Closing | <u>E</u> | G | F | NI |
| <input checked="" type="checkbox"/> Overall Performance of my Loan Officer | <u>E</u> | G | F | NI |

2. Appraiser Performance

- | | | | | |
|--|----------|---|----------|----|
| <input checked="" type="checkbox"/> Courteous and Professional | <u>E</u> | G | F | NI |
| <input checked="" type="checkbox"/> Promptness | <u>E</u> | G | <u>F</u> | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|--|----------|---|---|----|
| <input checked="" type="checkbox"/> Courteous and Professional | <u>E</u> | G | F | NI |
| <input checked="" type="checkbox"/> Promptness | <u>E</u> | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|---|----------|---|------------|----|
| <input checked="" type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | <u>Yes</u> | No |
| <input checked="" type="checkbox"/> I will recommend CFC to my family and friends | | | <u>Yes</u> | No |
| <input checked="" type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | <u>E</u> | G | F | NI |

How did we do? We would like to hear your thoughts - please comment:

I am very pleased with your services. The leg work on my side was very smooth. Yes I would use your services again.

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

inter net.

- | | | |
|---|------------|----|
| May we use you as a reference? | <u>Yes</u> | No |
| May we use your comments in future marketing? | <u>Yes</u> | No |
| Would you like a copy of your appraisal? | <u>Yes</u> | No |

Signature [Redacted] Date [Redacted]

CHOICE FINANCE CORPORATION

Service Evaluation

Alyce Mae Wiley
[REDACTED]

Loan Officer Greg Darlin

Burtonsville, MD 20866

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation

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

1. Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | |
|--|-----|-------|------|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | (Yes) | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | (Yes) | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F NI |

How did we do? We would like to hear your thoughts – please comment:

The entire process went very smooth. I was very impressed with your company and King + King who did the closing.

Thank You They!

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?
 Would you like a copy of your appraisal?

Referral

(Yes)	No
Yes	No
Yes	(No)

[REDACTED] Signature [REDACTED] Date

CHOICE FINANCE CORPORATION

Service Evaluation

Debra & Steven Rosenthal
[REDACTED]

Loan Officer Greg Darlin

Silver Spring, MD 20901

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1 Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | (E) | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | G | F | NI |
| > Approval | (E) | G | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2 Appraiser Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

3 Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

4 Choice Finance Corporation Overall Rating

- | | | | | |
|--|-------|----|---|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | (Yes) | No | | |
| <input type="checkbox"/> I will recommend CFC to my family and friends | (Yes) | No | | |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

Greg Darlin was great to work with. I meant to call and thank him, so I'm very glad to receive this evaluation form to express my gratitude.

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?

Would you like a copy of your appraisal?

Referral

(Yes) No

(Yes) No

(Yes) No

Signature

Date

6001 Montrose Road #504 * Rockville, MD * 20852

Direct Line (301) 881-8900 * Fax (301) 881-9001

www.choicefinance.net

CHOICE FINANCE CORPORATION

Service Evaluation

Mary and Kerry Wyant
[REDACTED]

Loan Officer **Greg Darlin**

Chantilly, VA 20151

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1. Loan Officer's Performance

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | E | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | E | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | E | G | F | NI |
| > Application | E | G | F | NI |
| > Underwriting | E | G | F | NI |
| > Approval | E | G | F | NI |
| > Closing | E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | E | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|---|-----|----|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | Yes | No | |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | Yes | No | |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP | E | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

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?

Would you like a copy of your appraisal?

Newspaper Fax ad

Yes No
Yes No
Yes No

[REDACTED]

[REDACTED]

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Jack and Carol Spiegel
[REDACTED]
 Gaithersburg, MD 20879

Loan Officer **Greg Dartin**

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation

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

1. Loan Officer's Performance

- | | | | | | |
|---|-----|-----|---|----|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI | |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI | |
| <input type="checkbox"/> Responsive – prompt return of calls | (E) | (G) | F | NI | |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI | 97 |
| > Application | (E) | G | F | NI | |
| > Underwriting | (E) | G | F | NI | |
| > Approval | (E) | G | F | NI | |
| > Closing | (E) | G | F | NI | |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI | |

2. Appraiser Performance

- | | | | | | |
|---|-----|---|---|----|---|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI | 8 |
| <input type="checkbox"/> Promptness | (E) | G | F | NI | |

3. Closing Agent Performance (if referred by CFC)

- | | | | | | |
|---|-----|---|---|----|---|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI | 8 |
| <input type="checkbox"/> Promptness | (E) | G | F | NI | |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|---|-----|-------|----|-----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | Yes | No | |
| <input type="checkbox"/> I ^{will} recommend CFC to my family and friends | | (Yes) | No | 100 |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F | |

How did we do? We would like to hear your thoughts – please comment:

*a jacket on correcting credit report errors would be appreciated
 we are just requesting what appears to be a 6-12 mo.
 project - getting reports from you & other CRAs
 and beginning documental correspondence*

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)

Would you like a copy of your appraisal? *already have* Yes No

[REDACTED]

[REDACTED]

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Maria Salvadore and James Brennan Loan Officer Greg Darlin
 [Redacted]
 Washington, DC 20017

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation

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

1. Loan Officer's Performance

- | | | | | |
|---|-----|-----|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (E) | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | (E) | G | F | NI |
| <input type="checkbox"/> Responsive – prompt return of calls | (E) | (G) | F | NI |
| <input type="checkbox"/> Explanation of the loan process | (E) | G | F | NI |
| > Application | (E) | G | F | NI |
| > Underwriting | (E) | (G) | F | NI |
| > Approval | (E) | (G) | F | NI |
| > Closing | (E) | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | (E) | G | F | NI |

2. Appraiser Performance

- | | | | | |
|---|-----|-----|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | (G) | F | NI |

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Courteous and Professional | (E) | G | F | NI |
| <input type="checkbox"/> Promptness | (E) | G | F | NI |

4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|-----|---|-------|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | (Yes) | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | (Yes) | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | (E) | G | F | NI |

How did we do? We would like to hear your thoughts – please comment:

Ability to adapt to loan company's last minute requests most adeptly handled

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 |
| Would you like a copy of your appraisal? | (Yes) | No |

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

John & Sharon Daniels
 [Redacted]
 Gambrills, MD 21054

Loan Officer **Greg Darlin**

To continuously provide the highest quality service, Choice Finance Corporation would appreciate your assessment of our performance as well as the performance of the other real estate professionals that assisted during this transaction. We hope that you were completely satisfied with your loan process. Thank you for taking the time to complete this evaluation.

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

1. Loan Officer's Performance

- | | | | | |
|---|--------------|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | E | G | F | NI |
| <input type="checkbox"/> Courteous and helpful | E | G | F | NI |
| <input type="checkbox"/> Responsive - prompt return of calls | F | G | F | NI |
| <input type="checkbox"/> Explanation of the loan process | E | G | F | NI |
| > Application | E | G | F | NI |
| > Underwriting | E | G | F | NI |
| > Approval | E | G | F | NI |
| > Closing | E | G | F | NI |
| <input type="checkbox"/> Overall Performance of my Loan Officer | E | G | F | NI |

100

2. Appraiser Performance

- | | | | | |
|---|---|--------------|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

6

3. Closing Agent Performance (if referred by CFC)

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | E | G | F | NI |
| <input type="checkbox"/> Promptness | E | G | F | NI |

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4. Choice Finance Corporation Overall Rating

- | | | | | |
|--|--------------|---|-----|----|
| <input type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | Yes | No |
| <input type="checkbox"/> I will recommend CFC to my family and friends | | | Yes | No |
| <input type="checkbox"/> OVERALL PERFORMANCE OF CHOICE FINANCE CORP. | E | G | F | NI |

100

How did we do? We would like to hear your thoughts - please comment:

GREG DARLIN - DOWN TO EARTH AND VERY
KNOWLEDGEABLE AND EXTREMELY PROFESSIONAL
PLEASURE WORKING WITH HIM

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 |
| Would you like a copy of your appraisal? | Yes | No |

[Redacted Signature] [Redacted Date]
 Signature Date