

CHOICE FINANCE CORPORATION

Service Evaluation

[REDACTED] Loan Officer **John Burley**
[REDACTED]
[REDACTED]

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 | 100 |
| <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 *N/A*

- | | | | | | |
|---|-------------------------|---|---|----|---|
| <input type="checkbox"/> Courteous and Professional | <input type="radio"/> E | G | F | NI | X |
| <input type="checkbox"/> Promptness | <input 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 | 8 |
| <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 | 100 |
| <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 | |

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

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

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 _____ Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

[REDACTED] Loan Officer **John Burley**
[REDACTED]
[REDACTED]

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

2. Appraiser Performance

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

3. Closing Agent Performance (if referred by CFC)

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

4. Choice Finance Corporation Overall Rating

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

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

JOHN WAS EXCELLENT EVERYTHING ELSE
 WAS AVERAGE.

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

- | | | | |
|---|----------------------------------|----------------------------------|----|
| May we use you as a reference? | Yes | <input checked="" type="radio"/> | 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 |

[REDACTED]
 Signature _____ Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

Loan Officer John Burley
[REDACTED]
[REDACTED]

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:

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

Marvin Beitler , Sharon Beitler
[REDACTED]
Germantown, MD 20874

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 checked="" type="checkbox"/> I will call CFC FIRST for my next financing transaction | | | (Yes) | No |
| <input checked="" type="checkbox"/> I will recommend CFC to my family and friends | | | (Yes) | No |
| <input checked="" 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?

Internet

(Yes)	No
(Yes)	No
(Yes)	No

already heard

 Signature Date

CHOICE FINANCE CORPORATION

Service Evaluation

Richard Marchbanks Loan Officer John Burley
 [REDACTED]
 Kensington, MD 20895

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 |

20

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 |

2

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 |

2

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. | <input checked="" type="radio"/> E | G | F | NI |

20

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? | <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 _____

Jane K. Morrison
[REDACTED]
Alexandria, VA 22308

[REDACTED]

Mr. John Burley, Sr
Mortgage Broker/Banker
Choice Finance
6001 Montrose Road
Suite 504
Rockville, MD 20852

Re: Morrison Refinance

Dear Mr. Burley:

Thank you for your assistance in our refinance. The experience was practically painless and helped us get our financial affairs in order. We found Ms. Regina Thompson to be very helpful and informative and would certainly recommend Choice, as well as New Century Title Group, to our friends and neighbors.

We would appreciate it if you could send us a copy of our home's appraisal as well as our credit report. There are some minor errors in the credit report which I would like to rectify and we're curious to see the appraisal. Thank you for your assistance

Very truly yours,

[REDACTED]

Jane K. Morrison

CHOICE FINANCE CORPORATION

Service Evaluation

Robert & Suzanne Burrows
 [Redacted]
 Washington, DC 20016

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 |

9/1/16

2. Appraiser Performance

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

32 3 (35) (8)

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 |

(8) (8)

4. Choice Finance Corporation Overall Rating

- | | | | | |
|---|-------|-----|---|----|
| <input checked="" type="checkbox"/> I will call CFC FIRST for my next financing transaction | (Yes) | No | | |
| <input checked="" 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 |

(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.)** 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

Signature _____

Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

Jaroslav Gradek
 [Redacted]
 Alexandria, VA 22315

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 |

94%

2. Appraiser Performance

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

286

341

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 |

286

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) |

100%

100%

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?

Internet
 (Yes) No
 (Yes) No
 (Yes) No

Signature _____ Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

Matthew D. Vincent
[REDACTED]
 Potomac, MD 20854

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 | 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 | <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 |

1/A

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:

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

Realtor

- | | | |
|---|-----|----|
| 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 Date

CHOICE FINANCE CORPORATION

Service Evaluation

Charles & Alice Lucas
 [Redacted]
 Temple Hills, MD 20748

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 |

100%

2. Appraiser Performance

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

3/2

18

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 |

NA

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:

you helped me get a lower interest rate on a 30 year loan than I expected to get.

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 |

Ad

Signature _____

Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

Evan & Susan Bestland
 [Redacted]
 Rockville, MD 20850

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 |

100%

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 |

3/6

6

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 |

2

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%

100%

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

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

Sister

- | | | |
|---|--------------------------------------|----|
| 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? <i>already have it</i> | Yes | No |

 Signature Date

CHOICE FINANCE CORPORATION

Service Evaluation

~~XXXXXXXXXX~~
~~XXXXXXXXXX~~
~~XXXXXXXXXX~~

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 | 100% |
| > 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 | |
| <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? | (referral) | Yes | No |
| May we use your comments in future marketing? | | (Yes) | No |
| Would you like a copy of your appraisal? | | (Yes) | No |

~~XXXXXXXXXX~~ Signature ~~XXXXXX~~ Date

CHOICE FINANCE CORPORATION

Service Evaluation

Edward & Susan Hughes
 [Redacted]
 Woodbridge, VA 22192

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 | ↓ 3 | 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 |

97

2 Appraiser Performance

- | | | | | | | |
|---|----|---|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | 32 | 3 | 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 | 8 | 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 | E | G | F | NI |
| <input type="checkbox"/> I will recommend CFC to my family and friends | E | G | F | NI |
| <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:

* I had previously requested copy of appraisal report. Please send copy. *Shanda!*

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

WA Times Fri Home Rep

- 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: [Redacted] Date: [Redacted]

CHOICE FINANCE CORPORATION

Service Evaluation

David & Holly Parker
[REDACTED]
 Germantown, MD 20874

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 |

100%

2. Appraiser Performance

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

n/a

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:

- | | | |
|---|-----|----|
| 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 Date

CHOICE FINANCE CORPORATION

Service Evaluation

John and Judith Purdum
 [Redacted]
 Vienna, VA 22181

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 |

100%

2. Appraiser Performance

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

3

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 |

6

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:

- | | | |
|---|-------|----|
| 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

CHOICE FINANCE CORPORATION

Service Evaluation

David & Dawn Brunner
 [Redacted]
 Springfield, VA 22151

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 |

100%

2. Appraiser Performance

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

30

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 |

100%

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

Very Easy Experience, John Burley was patient
 and very helpful. Thank you!

- 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: [Redacted] Date: [Redacted]

CHOICE FINANCE CORPORATION

Service Evaluation

Robert & Heather Jefferson

Loan Officer: John Burley

Highland, MD 20777

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 | (F) | 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:

As always, the process was quick + efficient.

Thank you so much for helping us!

- Heather + Bob

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

Charles D. Kirksey
~~████████████████████~~
Oakton, VA 22124

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

2. Appraiser Performance

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

3. Closing Agent Performance (if referred by CFC)

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

4. Choice Finance Corporation Overall Rating

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

Signature ██████████ Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

~~_____~~
~~_____~~
~~_____~~

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 | E | <input checked="" type="radio"/> 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:

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

Legal Times Ad
 Yes No
 Yes No
 Yes No

May we use you as a reference?

May we use your comments in future marketing?

Would you like a copy of your appraisal?

Signature _____

Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

Anthony & Holly Warsanen
 [Redacted]
 Springfield, VA 22152

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

- Knowledge of loan programs (E) G F NI
- Courteous and helpful (E) G F NI
- Responsive - prompt return of calls (E) G F NI
- 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
- Overall Performance of my Loan Officer (E) G F NI

2. Appraiser Performance

- Courteous and Professional (E) (G) F NI
- Promptness (E) (G) F NI

3. Closing Agent Performance (if referred by CFC)

- Courteous and Professional (E) G F NI
- Promptness (E) G F NI

4. Choice Finance Corporation Overall Rating

- I will call CFC FIRST for my next financing transaction (Yes) No
- I will recommend CFC to my family and friends (Yes) No
- OVERALL PERFORMANCE OF CHOICE FINANCE CORP (E) G F NI

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

It was great talking with John. We have done enough closing on different properties to know when some one really knows their business. John gave us straight forward answers to any questions. This is why we chose Choice Finance!

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

- 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] _____ Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

Charles + Peggy Dierec
Beltsdale, Md 20817

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 | 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 | <input checked="" type="radio"/> 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 | <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:

Explanation of title insurance could be improved; appreciate John's action on waiving commission. Very knowledgeable about securing best loan rates.

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]

