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SERVICE EVALUATION

Rashid Osei Rogers

Laurel, MD 20708 Loan Officer BJ Matson

Io 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 10 MANAGEMENI, AND RECEIVE YOUR \$50 HOME DEPOT GIFT CARD! (otherwise, please fax to 866-868-0090) (Does not apply to Home Equity Loans)

Please circle (E)xcellent,	(CI). 1 CT				
	(G)00d, (F)air, (N	II)Need	ls Improve	ment
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Courteous and Professional Responsive – prompt return of calls	B	G G	F F	NI NI	
Choice Finance					
Online Application Marketing materials	E	G G	F	NI NI	
Choice Finance Corporation Overall Rating					
OVERALI PERFORMANCE OF CHOICE FINANCE	E	G	F	NI	
I will call my Loan Officer, BJ Matson , for my next loan I will recommend BJ Matson to my family and friends			Yes	No	
expand on your assessment of BJ Matson and frast time by provide where excellent, Commys process was outstanding the fraging he	• •			to to sughous	at I
d you find us? (i.e. referral, ad, etc.) c use you as a reference? c use your comments in future marketing?			Yes	No No	
	Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls Support Staff Courteous and Professional Responsive – prompt return of calls Choice Finance Online Application Marketing materials Choice Finance Corporation Overall Rating OVERALL PERFORMANCE OF CHOICE FINANCE I will call my Loan Officer, BJ Matson, for my next loan I will recommend BJ Matson to my family and friends expand on your assessment of BJ Matson and first time BJ Ma	Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls Support Staff Courteous and Professional Responsive – prompt return of calls Choice Finance Online Application Marketing materials Choice Finance Corporation Overall Rating OVERALL PERFORMANCE OF CHOICE FINANCE I will call my Loan Officer, BJ Matson, for my next loan I will recommend BJ Matson to my family and friends expand on your assessment of BJ Matson and Choice Finance By Matson By Matson and Choice Finance By Matson By Mats	Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls Support Staff Courteous and Professional Responsive – prompt return of calls Choice Finance Online Application Marketing materials Choice Finance Corporation Overall Rating OVERALL PERFORMANCE OF CHOICE FINANCE I will call my Loan Officer, BJ Matson, for my next loan I will recommend BJ Matson to my family and friends expand on your assessment of BJ Matson and Choice Finance: Just Time J Matson to my family and friends dyou find us? (i.e. referral, ad, etc.)	Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls Support Staff Courteous and Professional Responsive – prompt return of calls Choice Finance Online Application Marketing materials Choice Finance Corporation Overall Rating OVERALL PERFORMANCE OF CHOICE FINANCE I will call my Loan Officer, BJ Matson, for my next loan I will recommend BJ Matson to my family and friends Yes expand on your assessment of BJ Matson and Choice Finance: List Line BL Mavine A Service List Line BL Mavine BL Mav	Knowledge of loan programs Explanation of Good Faith Estimate Explanation Support Staff Courteous and Professional Responsive – prompt return of calls Choice Finance Online Application Marketing materials Choice Finance Corporation Overall Rating OVERALL PERFORMANCE OF CHOICE FINANCE I will call my Loan Officer, BJ Matson, for my next loan I will recommend BJ Matson to my family and friends Explanation Yes No expand on your assessment of BJ Matson and Choice Finance: Support Staff F NI F OF F NI F NI F OF F NI

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SERVICE EVALUATION

Todd Geraci

Riviera Beach, FL 33404 Loan Officer Scott Rubin

I o 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 IHIS 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)xcellen	t, (G)	ood, (F)	air, (NI)Needs	Improvemen
1	Loan Officer's Performance					
0000	Explanation of the loan process Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls			G G G G	F F F	NI NI NI NI
2	Support Staff					
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.3	Choice Finance					
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4	Choice Finance Corporation Overall Rating		_			
0	OVERALL PERFORMANCE OF CHOICE FINANCE	(E	G	F	NI
ū	I will call my Loan Officer, Scott Rulf for my next loan	oin,			(Yes)) No
ū	I will recommend Scott Rubin to my family and friends			(Yes	No

Please expand on your assessment of Scott Rubin and Choice Finance:

him As I was with this loan.	He is constantible at explaining every stop of the process. Both Closus Praised Scott. He at the box would cal
done	300
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	10/3/05 Date

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SERVICE EVALUATION

Scott D Smrkovski
Clarksburg, MD 20871
Loan Officer Scott Rubin

Io 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 MANAGEMENI, AND RECEIVE YOUR \$50 HOME DEPOT GIFT CARD! (otherwise, please fax to 866-868-0090) (Does not apply to Home Equity Loans)

	Please circle (E)xcellent,	(G)ood, (F)air, (I	NI)Need	s Improve	ment
1	Loan Officer's Performance					
0 0	Explanation of the loan process Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls		G G G	F F F	NI NI NI NI	
2.	Support Staff					
0	Courteous and Professional Responsive – prompt return of calls	(E)	G G	F F	NI NI	
.3	Choice Finance					
0	Online Application Marketing materials	E	G G	F F	NI NI	
4	Choice Finance Corporation Overall Rating					
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<u> </u>	I will call my Loan Officer, Scott Rubin for my next loan I will recommend Scott Rubin to my family and friends	n,		Yes	No No	
	expand on your assessment of Scott Rubin and or Sy Proces		inance	2:		
May w	id you find us? (i.e. referral, ad, etc.) e use you as a reference? Suse your comments in future marketing?	fre vioc	us L	Ver Ver	BN/ No No	
Signatu	пе	Date				

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SERVICE EVALUATION

Franklin Paulson & Jacque Lynn Paulson

WASHINGTON, DC 20007 Loan Officer Steve Jacobs

Io 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)

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2	Support Staff					
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3	Choice Finance			··		
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4	Choice Finance Corporation Overall Rating	3				
۵	OVERALL PERFORMANCE OF CHOICE FINANCE	(E)	G	F	NI	
0	I will call my Loan Officer, Steve Jacobs to my family and friends	eobs,		Yes Yes	No No	
Please	expand on your assessment of Steve Jacobs	and Choice 1	inanc	e;		
May w	iid you find us? (i.e. referral, ad, etc.) e use you as a reference? de-use your confinents in future parketing?	PR 9/5/6 Date	<u>io</u>	R (Yes)	2ef, , No , No	

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SERVICE EVALUATION

Sonya Ellen Goldstein	4.79
FREDERICK, MD 21702	
Loan Officer Scott Rubin	

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 MANAGEMENI, AND RECEIVE YOUR \$50 HOME DEPOT GIFT CARD! (otherwise, please fax to 866-876-2974) (Does not apply to Home Equity Loans)

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2	Support Staff					
	Courteous and Professional	r E	G	F	NI	
. •	Responsive – prompt return of calls	Ė	G	F	NI	
3	Choice Finance					
	Online Application	E,	G	F	NI	
	Marketing materials	E	G	F	NI	
4.	Choice Finance Corporation Overall Ratin	ng				
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₽∕	I will call my Loan Officer, Scott Ru	abin,				
	før my next loan			Yes) No	
Q/	I will recommend Scott Rubin			Yes	No	
	to my family and friends		(y Yes	No	
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Signat	gre V	09 [3] 05 Date				

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SERVICE EVALUATION

William S Flannery
Silver Spring, MD 20910
Loan Officer David Wexler

To continuously provide the highest quality se

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 1HIS 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)

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1	Loan Officer's Performance					
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4	Choice Finance Corporation Overall Rating					
a	OVERALL PERFORMANCE OF CHOICE FINANCE	Œ)	G	F	NI	
a	I will call my Loan Officer, David Wexle	er,		_		
	for my next loan			(Yes)	No	
	I will recommend David Wexler			\sim	_	
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ase	expand on your assessment of David Wexler an	d Choice	Financ	e:		
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6001 Montrose Road Suite 704 - Rockville, Maryland 20852 - 888-475-0700 - Fax: 866-876-2944 HOME LOANS / COMMERCIAL LOANS

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SERVICE EVALUATION

ANDREW ROSENBERG

WASHINGTON, DC 20002 Loan Officer Ron Cutrone

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 SEITLEMENT, 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)

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<u>.</u>	I will call my Loan Officer, Ron Cutrone for my next loan I will recommend Ron Cutrone	e,		Yes) No	
J	to my family and friends			Yes	No	
Please	e expand on your assessment of Ron Cutrone and	d Choice	Finan	ce:		
May w	lid you find us? (i.e. referral, ad, etc.) ye use you as a reference? ye use your comments in future marketing? \(\begin{align*} \beta - 10 - 0 & \\ \end{align*} \)	Ru. Date	<u></u> (Ves Ves	re) No) No	

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SERVICE EVALUATION

Vivian O Fitzgerald & Robert L Fitzgerald

No Potomac, MD 20878
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

*AFTER SETTLEMENT, HAND DELIVER IHIS 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)

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nline Application FIR - Doct 1/14 50 100- arketing materials		G G	F F	NI NI	
hoice Finance Corporation Overall Rating					
/ERALL PERFORMANCE OF CHOICE FINANCE	E	G	F	NI	
will call my Loan Officer, John Burl or my next loan	ey,		Yes) No	
will recommend John Burley				١	
my family and friends			Yes) No	
pand on your assessment of John Burley a	nd Choice I	Tinanc	e:		(vb)
you find us? (i.e. referral, ad, etc.) use you as a reference?	_ Net	twork	Yes Yes	No No	
1	you find us? (i.e. referral, ad, etc.) se you as a reference? se your comments in future marketing?	se you as a reference?	se you as a reference?	se you as a reference? Yes	se you as a reference? Yes No

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SERVICE EVALUATION

Joseph P Bretthauer & Joy W Bretthauer

Silver Spring, MD 20910 Loan Officer Greg Darlin

I o 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 SETTLEMENI, 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)xc	cellent, (G)ood, (F)	air, (N	II)Needs	Improve	ment
1	Loan Officer's Performance						
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2	Support Staff						
a	Courteous and Professional Responsive prompt return of calls			G G	F F	NI NI	
3	Choice Finance						
<u> </u>	Online Application Marketing materials	N/A	E E	G G	F F	NI NI	
4	Choice Finance Corporation Overall R	ating					
Q	OVERALL PERFORMANCE OF CHOICE FINANCE		E	G	F	NI	
	I will call my Loan Officer, Greg for my next loan I will recommend Greg Darlin to my family and friends	Darlin	١,		Ŷes Væs	No No	
Please	e expand on your assessment of Greg Do	arlin and	l Choice F	inanc	e:		
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SERVICE EVALUATION

Maria Caftrillo

Rockville, MD 20853
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

*AFIER 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)

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2	Support Staff					
0	Courteous and Professional Responsive – prompt return of calls	E	G G	F F	NI NI	
3	Choice Finance					
0	Online Application Marketing materials	E E	G G	F F	NI 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	
ease	expand on your assessment of Greg Darlin and	Choice F	inanco	2.°		

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SERVICE EVALUATION

Cynthia Davidson

Rockville, MD 20850

Loan Officer David Wexler

1 Loan Officer's Performance

Io 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.

*AFIER SETTLEMENT, HAND DELIVER IHIS 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

0	Explanation of the loan process Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls	Q E P	G G G	F F F	NI NI NI NI	
2	Support Staff					
<u> </u>	Courteous and Professional Responsive – prompt return of calls	E E	G G	F F	NI NI	
3	Choice Finance					
0	Online Application Marketing materials	E E	(G) G	F F	NI NI	
4	Choice Finance Corporation Overall Rating					
	OVERALL PERFORMANCE OF CHOICE FINANCE	E	G	F	NI	
۵	I will call my Loan Officer, David Wexle for my next loan	er,		Yes) _{No}	
0	I will recommend David Wexler to my family and friends			Yes	\ No	
1/1	expand on your assessment of David Wexler and we thank you for a firm of the product to my concerns to my concerns of by tempto	ad Choice U G T	Finance VV VLO	ce: QT PH	- sinfan	و. ₊
May w	id you find us? (i.e. referral, ad, etc.) e use you as a reference? e use your comments in future marketing?	3 b) Date		Yes Yes	No No	

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SERVICE EVALUATION

Francesca J Gianaris & David J Bossler

Silver Spring, MD 20901 Loan Officer Scott Rubin

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 1HIS 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)

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2.	Support Staff				
0	Courteous and Professional Responsive – prompt return of calls	E	9	F F	NI NI
.3	Choice Finance				
<u> </u>	Online Application Marketing materials	E E	9	F F	NI NI
4	Choice Finance Corporation Overall Rating				
	OVERALL PERFORMANCE OF CHOICE FINANCE	E	G	F	NI
<u>.</u>	I will call my Loan Officer, Scott Rubin for my next loan I will recommend Scott Rubin	,	Ç	Yes	No
	to my family and friends		((Yes	No
Please	expand on your assessment of Scott Rubin and	Choice Fin	ance:		
May w	id you find us? (i.e. referral, ad, etc.) e use you as a reference? e use your comments in future marketing?	Date	>		No No

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SERVICE EVALUATION

Lori	Jean Barrack				
	ndywine, MD 20613 Officer Scott Rubin				
appre estate satisf	ontinuously provide the highest quality service eciate your assessment of our performance as professionals that assisted during this transied with your loan process. Thank you for the transied with your loan process.	s well as the per- saction. We hope taking the time to	forman that y compl	ce of the ou were lete this	e other real completely evaluation
MAN	AGEMENI, AND RECEIVE YOUR $\$50~\mathrm{HOM}$ vise, please fax to 866-876-2974) (Does not apply to Home	E DEPOT GIF e Equity Loans)	T CA	RD!	
\overline{I}	Please circle (E)xcell Loan Officer's Performance	lent, (G)ood, (F)	air, (NI)Needs	Improvement
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2	Support Staff				
а О	Courteous and Professional Responsive – prompt return of calls	(B)	G G	F F	NI NI
<i>3</i> .	Choice Finance				
<u> </u>	Online Application Marketing materials	(P)	G G	F F	NI NI
4.	Choice Finance Corporation Overall Ratio	ng		•	
ū	OVERALL PERFORMANCE OF CHOICE FINANCE	©	G	F	NI
۵	I will call my Loan Officer, Scott Refor my next loan	ubin,		(Yes)	No
ā	I will recommend Scott Rubin to my family and friends			Yes	No
Please	expand on your assessment of Scott Rubin	ı and Choice Fir	iance:		
Spre fre Fro Fin	tt was extremely helpful Ssam that would bes is very thorough and his recommendation to hame and Scott Rulin.	Din fin I sell a I am of extiting	ding ny Chi	neso for cfor	Le
May w	id you find us? (i.e. referral, ad, etc.) e use you as a reference? e use your comments in future marketing?	4ran	1 X	lina TES	<i>hes)</i> No No

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SERVICE EVALUATION

TT	TT	
Herman	K 771177	n

10011 58 20011 2132

Gaithersburg, MD 20886
Loan Officer Brian Pashkoff

I Loan Officer's Performance

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

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

0	Explanation of the loan process Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls	EEE	G G G	F F F	NI NI NI NI	
2 .	Support Staff					
<u> </u>	Courteous and Professional Responsive – prompt return of calls	E	G G	F F	NI NI	
<i>3</i> .	Choice Finance					
0	Online Application Marketing materials	E E	G (G)	F F	NI NI	
4	Choice Finance Corporation Overall Rating					
	OVERALL PERFORMANCE OF CHOICE FINANCE	E)	G	F	NI	
ū	I will call my Loan Officer, Brian Pashko for my next loan I will recommend Brian Pashkoff to my family and friends			Yes Yes	No No	
Brian even of the Fran	expand on your assessment of Brian Pashkoff as has always been responsive to my telephone after nermal business hours: the initiated variation status and valunteer his assistance shall his pleasant demeanar and willing ness while given my exparience several years as	calls in cascalls ould I s s to kel	a time	ely mai ep me nder an	in forwad	· (5)

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SERVICE EVALUATION

Gail Whitley

Montgomery Village, MD 20886 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 SETILEMENT, HAND DELIVER IHIS 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)xcellen	t, (G)ood, (F)air, (N	II)Need	s Improvei	nent
I	Loan Officer's Performance					
<u> </u>	Knowledge of loan programs Explanation of Good Faith Estimate	E E E	G G G	F F F	NI NI NI NI	
2	Support Staff					
<u> </u>	Courteous and Professional Responsive – prompt return of calls	E E	G G	F F	NI NI	
. 3 .	Choice Finance					
0	Online Application Marketing materials	E E	G G	F F	NI NI	
4	Choice Finance Corporation Overall Rating					
•	OVERALL PERFORMANCE OF CHOICE FINANCE	E	G	F	NI	
	I will call my Loan Officer, Greg Dark for my next loan	lin,		Yes	No	
0	I will recommend Greg Darlin to my family and friends			Yes	$)_{No}$	
Please	expand on your assessment of Greg Darlin a	nd Choice F	inance	,		
May w	id you find us? (i.e. referral, ad, etc.) e use you as a reference? e use your comments in future marketing?	_tefe	rral	Yes Yes	No No	
Signatu	Tre 3-	Date				
riguan)	Date				

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SERVICE EVALUATION

Ellen Cosgrove

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.

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	Please circle (E)xcellent, (G)ood, (I)air, (I	VI)Needs	s Improveme	ent
1.	Loan Officer's Performance				A	
0	Responsive – prompt return of calls	© B B	G G G	F F F	NI NI NI NI	
2	Support Staff					
<u> </u>	Courteous and Professional Responsive – prompt return of calls	Ē E	G G	F F	NI NI	
.3	Choice Finance					
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4	Choice Finance Corporation Overall Rating					
	OVERALL PERFORMANCE OF CHOICE FINANCE	Ē	G	F	NI	
o	I will call my Loan Officer, Greg Darlin	,		_		
	for my next loan I will recommend Greg Darlin			(Yes	No	
J	to my family and friends			Yes	No	
Please	expand on your assessment of Greg Darlin and		inance	2 °		
	Greg tock time on a Saturda	7				
	explain something to me 1.		cted	his		
	time, attention, + expertise				· · · · · · · · · · · · · · · · · · ·	
	id you find us? (i.e. referral, ad, etc.) e use you as a reference?	repea	t	প্রভ	No	
	e use your comments in future marketing?			TES	No	
Signatu	8-5-0)	Date				

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202-487-1284

SERVICE EVALUATION

ISIDRO JACINTO YORRO & KATHLEEN MARIE YORRO

SILVER SPRING, MD 20901 Loan Officer Ron Cutrone

Io 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.

*AFIER SETTLEMENT, HAND DELIVER IHIS 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, (I	VI)Need	s Improve	nen
I.	Loan Officer's Performance					
0	Explanation of the loan process Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls		G G G	F F F	NI NI NI NI	
2.	Support Staff					
<u>:</u>	Courteous and Professional Responsive – prompt return of calls	E E	G G	F F	NI NI	
.3	Choice Finance					
	Online Application Marketing materials	E E	6	F F	NI NI	
4.	Choice Finance Corporation Overall Rating					
	OVERALL PERFORMANCE OF CHOICE FINANCE	E	G	F	NI	
<u> </u>	I will call my Loan Officer, Ron Cutron for my next loan I will recommend Ron Cutrone	ne,		Yes) No	
	to my family and friends			Yes	No No	
Please	expand on your assessment of Ron Cutrone as	nd Choice	Financ	ce:		
			1) .			
Aay w	id you find us? (i.e. referral, ad, etc.) e use you as a reference? e use your comments in future marketing?		y fern	Yes Yes	No No	
ignatu	ure C 2	Date				
Q						

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SERVICE EVALUATION

Michael W Fitzwater

Gaithersburg, MD 20878
Loan Officer Scott Rubin

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 I HIS 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, (N	NI)Need	s Improver	nent
I.	Loan Officer's Performance			,		
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2.	Support Staff	Ŭ				
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.3	Choice Finance					
<u> </u>	Online Application Marketing materials	É	G G	F F	NI NI	
4.	Choice Finance Corporation Overall Rating					
	OVERALL PERFORMANCE OF CHOICE FINANCE	E	G	F	NI	
_	I will call my Loan Officer, Scott Rubin for my next loan	,		Yes) No	
<u> </u>	I will recommend Scott Rubin to my family and friends			Yes	No	
Please	expand on your assessment of Scott Rubin and Id had bad experience in the to fix a fate and cash some equations fixed completing.	e pas	+ wh	en to	ying prade	
May w	id you find us? (i.e. referral, ad, etc.) e use you as a reference? e use your comments in future marketing?	Enily /	1arors	Lh Yes Yes	Activosor No No	ors club



6001 Montrose Road Suite 704 - Rockville, Maryland 20852 - 888-475-0700 - Fax: 866-876-2944 HOME LOANS / COMMERCIAL LOANS

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SERVICE EVALUATION

Joseph M Scherer & Patricia M Scherer

1 Loan Officer's Performance

Frederick, MD 21701
Loan Officer Scott Rubin

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

*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)

0	Explanation of the loan process Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls		(H)(H)(H)	G G G	F F F	NI NI NI NI	
2.	Support Staff						
<u> </u>	Courteous and Professional Responsive – prompt return of calls		E	G G	F F	NI NI	
3	Choice Finance						
0	Online Application Marketing materials	- I	E	G G	F F	NI NI	
4.	Choice Finance Corporation Over	all Rating					
a	OVERALL PERFORMANCE OF CHOICE FINA	NCE	E	G	F	NI	
o D	I will call my Loan Officer, S for my next loan I will recommend Scott Rubi to my family and friends expand on your assessment of Scott	n ott Rubin and C				No No	
h		is able	to c	one	wice	.te)	
Aay w Aay w Aay w	Montrose Road Suite 704 - Rockville	Keting? 7 -/ I Maryland 20852		5-0700	Yes Yes	No No 6-876-2944	
	HOME LOANS	/ COMMERCIAL	LUANS				

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SERVICE EVALUATION

Paul Mitchell Foer

Annapolis, MD 21403-2301 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.

*AFTER SETTLEMENT, HAND DELIVER I HIS 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, (N	II)Need	s Improv	ement
\overline{I}	Loan Officer's Performance			·		******	
0	Explanation of the loan process Knowledge of loan programs Explanation of Good Faith Estimate Responsive – prompt return of calls		E E E	G G G	F F F	NI NI NI	
<i>2</i> .	Support Staff						
<u> </u>	Courteous and Professional Responsive – prompt return of calls		Œ	G G	F F	NI NI	
.3.	Choice Finance						
<u> </u>	Online Application Marketing materials		E E	(G) (D)	F F	NI NI	
4.	Choice Finance Corporation Over	rall Rating					
٥	OVERALL PERFORMANCE OF CHOICE FINA	ANCE	E	G	F	NI	
٥	I will call my Loan Officer, J for my next loan I will recommend John Burl to my family and friends		ey,		Yes	No No	
Please The		hed wir	nd Choice I ve biv the Jo in whe		e: Clock wil	e + (
May w	id you find us? (i.e. referral, ad, e e use you as a reference? e use your comments in future mar	,	8/05 Date		(Tes) (Yes)	No No	

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SERVICE EVALUATION

Carolyn J Oyster

Signature

Gaithersburg, MD 20879-3716 Loan Officer Scott Rubin

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 SETTLEMENI, 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 Loan Officer's Performance Explanation of the loan process NI Knowledge of loan programs G F NI Explanation of Good Faith Estimate F G NI Responsive - prompt return of calls Support Staff Courteous and Professional NI Responsive - prompt return of calls Choice Finance NI NA Online Application Ε F Marketing materials Choice Finance Corporation Overall Rating OVERALL PERFORMANCE OF CHOICE FINANCE G F NI □ I will call my Loan Officer, Scott Rubin, for my next loan □ I will recommend Scott Rubin to my family and friends Please expand on your assessment of Scott Rubin and Choice Finance: 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?

Date

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SERVICE EVALUATION

Jennifer A. Ferat

Baltimore, MD 21231

Loan Officer Craig Coleman

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 SETTLEMENI, 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 Improv				
1	Loan Officer's Performance				
<u> </u>	Knowledge of loan programs		G G	F F	NI NI
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2.	Support Staff				
<u> </u>	Courteous and Professional Responsive – prompt return of calls	E	G G	F F	NI NI
<i>3</i> .	Choice Finance				
<u> </u>	Online Application Marketing materials	N/A E	G G	F F	NI NI
4	Choice Finance Corporation Overall Ratio	ıg			
	OVERALL PERFORMANCE OF CHOICE FINANCE	E	G	F	NI
	I will call my Loan Officer, Craig C for my next loan	oleman,		Yes	No
	I will recommend Craig Coleman to my family and friends			Yes	No
C ₁	e expand on your assessment of Craig Coleracy and raigness very thourough and north buying process. I plan anyon that I know who is in refinancing.	patient th	rsugh rina	<u>Oitr</u> Craio	
low o	lid you find us? (i.e. referral, ad, etc.) ye use you as a reference? ye use your comments in future marketing?	Ret	erre (Yes Yes) No > No