

CHOICE FINANCE CORPORATION

Service Evaluation

Rory F. Quirk
 [Redacted]
 Washington, DC 20016

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 | (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 & King were terrific.

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]

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Reinol Romero/Maria Torres
 [Redacted]
 Rockville, MD 20851

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 | 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 | 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 | 100 |
| <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: [Redacted] Date: [Redacted] Please

CHOICE FINANCE CORPORATION

Service Evaluation

Mary and Kerry Wyant
 [Redacted]
 Chantilly, VA 20151

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 | 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 |

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 |

8

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:

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 Ad

Yes No

Yes No

Yes No

[Redacted Signature]

[Redacted Date]

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

Lee Wilson & John Santel
 [Redacted]
 Gaithersburg, MD 20878

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 | (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 | N/A | E | G | F | NI |
| <input type="checkbox"/> Promptness | | E | G | F | NI |

(E) (G) (NI)

3 Closing Agent Performance (if referred by CFC)

- | | | | | | |
|---|-----|---|---|---|----|
| <input type="checkbox"/> Courteous and Professional | N/A | 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 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 |

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

Greg was very professional in every encounter & correspondence. He worked diligently to secure the best rate possible for my loan. I have already recommended him to my friends & relatives.

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

www.choicefinance.net

SERVICE EVALUATION

John [REDACTED]

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.

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 Choice)

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

4. Choice Finance Corporation Overall Rating

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

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

BEST POSSIBLE SERVICE WITH LEAST AMOUNT OF STRESS.

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

[REDACTED SIGNATURE]

[REDACTED DATE]

CHOICE FINANCE CORPORATION

Service Evaluation

Edme and Elaine Ferat
 [Redacted]
 Silver Spring, MD 20906

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.

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 | (E) | (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:

Over the past year (4 refinancings) Craig Coleman has always been the most dedicated, helpful and resourceful person I sincerely appreciate his straightness and honesty. He is a great asset to your company. Thanks also to Gary Cameron of Landmark Title for showing us and help solve problems that started up during the loan process.

How do 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 |

previous business with Craig Coleman

Signature _____

Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

Christopher & Lisa Rishell
 [Redacted]
 Germantown, MD 20874

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.

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 |

97

82 3 35

2. Appraiser Performance *NA*

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

NA

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:

The process went better than expected - a few bumps along the way that were immediately brought to our attention. All was handled in a professional manner. I'd definitely recommend choice finance and use them again in the future. We could not have asked for better service.

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]

CHOICE FINANCE CORPORATION

Service Evaluation

Nader Abedinzadeh
[REDACTED]

Loan Officer Craig Coleman

Oakton, VA 22124

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 |

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 [REDACTED]

Date [REDACTED]

CHOICE FINANCE CORPORATION

Service Evaluation

Robert Hukill, Jr
[REDACTED]

Loan Officer Craig Coleman

Washington, DC 20009

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 |

6

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 |

6

4. Choice Finance Corporation Overall Rating

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

Craig diligently sought a lender that offered a 100-100 loan, and found it. Good job!!

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

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Christopher & Laurel Nette
 [Redacted]
 Germantown, MD 20876

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.

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 |

99%

2 Appraiser Performance

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

10
 UG

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.)

Gazette

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

- | | |
|-----|----|
| Yes | No |
| Yes | No |
| Yes | No |

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Andrew + Virginia Drufer
~~_____~~
 Chevy Chase, Md 20815

Loan Officer Craig Colman

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?

referral by Dele Viccaro of P.G. Liu
 Yes (No)
 Yes (No)
 (Yes) No

~~_____~~
 Signature

~~_____~~
 Date

CHOICE FINANCE CORPORATION

Service Evaluation

Krista M. Costa
 [Redacted]
S.S. Md. 20906

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.

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 FIRSI 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.)

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 _____ Date _____

CHOICE FINANCE CORPORATION

Service Evaluation

The Fay's
~~_____~~
Kensington, MD 20895

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.

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:

Craig did a great job! - Thanks

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?

Yes No
 Yes No
 Yes No

 Signature Date

CHOICE FINANCE CORPORATION

Service Evaluation

Robert + Gail Lafferty

Loan Officer Craig Coleman

Southwest, Leesburg VA 20175

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:

- | | | |
|---|-------|----|
| 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? <i>already have one.</i> | Yes | No |

Signature [Redacted] Date [Redacted]