

CHOICE FINANCE

www.choicefinance.net

SERVICE EVALUATION

Thomas Johnston Green

[Redacted]

Chester, VA 23831

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

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

1. Loan Officer's Performance

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

2. Support Staff

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

3. Choice Finance

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

4. Choice Finance Corporation Overall Rating

- OVERALL PERFORMANCE OF CHOICE FINANCE E G F NI

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

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

Please expand on your assessment of John Burley and Choice Finance:

with the many changes we have made
John has been great!
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?

Internet
 Yes No
 Yes No

[Redacted Signature]

[Redacted Date]

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Thomas Lucatorto and Linda Lucatorto Loan Officer **John Burley, Sr.**
 [Redacted]
 Washington, DC 20016

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

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

1 Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (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?
 May we use your comments in future marketing?
 Would you like a copy of your appraisal?

referral from neighbor

- | | |
|-------|----|
| (Yes) | No |
| (Yes) | No |
| (Yes) | No |

sent 3/4/03

R.P.

[Redacted] _____
 Signature Date

CHOICE FINANCE CORPORATION

Service Evaluation

Cynthia K. Y. Lee

Loan Officer John Burley Sr.

Washington, DC 20012

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

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

1. Loan Officer's Performance

- | | | | | |
|---|-----|-----|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (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:

~~Great service~~

I really appreciate that my closing costs were pretty close to what John told me they would be and I also appreciated his locking me in at a great rate + getting the lock extended when the paperwork was referred by Tom Dresnes delayed.

- 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: _____

sent already

Thanks, John!

By the way, the appraisal seemed off. It had the wrong square footage + was submitted by someone other than the person who did the appraisal.

6001 Montrose Road #504 * Rockville, MD * 20852
Direct Line (301) 881-8900 * Fax (301) 881-9001
www.choicefinance.net

CHOICE FINANCE

www.choicefinance.net

SERVICE EVALUATION

[Redacted]

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

- 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 **FIRST** 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:

Thanks for your help and calling us when the rate dropped (a little).
Choice was very fast with the closing process!

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

Referral
Yes (No)
Yes (No)

May we use you as a reference?

May we use your comments in future marketing?

[Redacted Signature]

[Redacted Date]

CHOICE FINANCE CORPORATION

Service Evaluation

Thomas Lucatorto and Linda Lucatorto Loan Officer **John Burley, Sr.**
Washington, DC 20016

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

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

1 Loan Officer's Performance

- | | | | | |
|---|-----|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | (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?

May we use your comments in future marketing?

Would you like a copy of your appraisal?

referral from neighbor

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

sent 3/4/03

R.P.

 Signature Date

CHOICE FINANCE CORPORATION

Service Evaluation

Loan Officer John Burley, Sr.
 [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="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 | 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.)

used before

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

Signature [Redacted] Date [Redacted]

CHOICE FINANCE CORPORATION

Service Evaluation

Robert McGuckin & Barbara Katz Loan Officer John Burley Sr.
 [Redacted]
 Alexandria, VA 22307

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?

May we use your comments in future marketing? *if you check first with me*

Would you like a copy of your appraisal?

Yes No
 Yes No
 Yes No

Originally by your listing
WASH POST
already have

Signature _____

Date _____

This was the second time we had worked with John -- we had refinanced our mortgage less than a year earlier with Choice and had a good experience then as well. But we were very concerned that, this time, with the refinancing crush and the rising rates, we were going to lose the good rate we had locked in at the end of May -- 4 7/8% for 20 years.

When John and I had first talked, we were contemplating only a 30- or 45-day lock-in period (I can't remember which), but John, on his own, extended that to 60 days from the outset to give us a better chance at securing the mortgage. Then, when our closing date (July 28) came and went as the interest rates rose, we were concerned that we were going to be among those who would be told that the mortgaging bank, for one reason or another, wasn't going to honor our rate. It was also a time when both my husband and I were traveling a lot, so we weren't able to monitor things that easily. But John obviously kept the process moving, and we were very pleased when we closed at the end of August and got the mortgage we had been promised.

I would definitely recommend Choice Finance in the future if you have people like John on staff, and, indeed, have already given his name to others. Also, as John can confirm, I ask a lot of questions about the process, and very much appreciated his always getting back to me and responding to them with answers that sounded reasonable (even if they weren't). (That's a joke -- I probably didn't always like John's answers, but, in the end, we got our mortgage.)

CHOICE FINANCE CORPORATION

Service Evaluation

Augustine Mellace and Jennifer Mellace Loan Officer: **John Burley**
Frederick, MD 21703

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 checked="" 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:

Very pleasant experience. John answered all our questions – even if they seemed obvious – he was great.

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

Referral – Holly Parker

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

Randall Benson and Lydia Benson Loan Officer John Burley
 [Redacted]
 Washington, DC 20016

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

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

1. Loan Officer's Performance

- | | | | | |
|---|---|---|---|----|
| <input type="checkbox"/> Knowledge of loan programs | 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 |

already have

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 |

newspaper

[Redacted Signature]

[Redacted Date]

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Rita Albina Loan Officer John Burley

Rockville, MD 20852

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:

Excellent Job!

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

Laura & Odell McCants
 [Redacted]
 Fairfax Station, VA 22039

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 |

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 | (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:

Would like to have been giving the option of the 1st payment, ie would have preferred July 1 instead of June 1

Should have consulted me as to whether I want the mortgage front taxes included. Still can't figure how the mortgage is still the same as it was with a 7.75%

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

Referral

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

[Redacted Signature] _____ [Redacted Date] _____
 Signature Date

CHOICE FINANCE CORPORATION

Service Evaluation

Gerard Victor Kline
[REDACTED]

Loan Officer John Burley

Gaithersburg, MD 20878

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?

John is a friend

| | |
|-------|----|
| (Yes) | No |
| (Yes) | No |
| (Yes) | No |

Signature

Date

CHOICE FINANCE CORPORATION

Service Evaluation

Salomeh S. Ghorbani
 [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 | (F) | G | F | NI |
| <input type="checkbox"/> Promptness | (F) | G | F | NI |

3 Closing Agent Performance (if referred by CFC)

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

There was an error after closing
Other than that everything was great.

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

Lawrence Brand Loan Officer John Burley

Cabin John, MD 20818

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:

Still some "Loose-ends". I asked for copy of Appraisal and never received.

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

Reale Newsletters

- 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

Rita Albina Loan Officer John Burley
 [Redacted]
 Rockville, MD 20852

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:

Excellent - 100%

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] _____
 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 | 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.)

Internet, Friend, 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

Soon Jin Kim

Loan Officer John Burley

Washington, DC 20008

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

| | |
|-------|----|
| (Yes) | No |
| (Yes) | No |
| (Yes) | No |

Signature _____

Date _____