



## We Need Your Help!

We would like to thank you for your trust and loyalty throughout your mortgage transaction. Now, we need your help more than ever. What we have found is that some people say they will refer clients to our company and never do. It leaves us wondering, "Why"?

We would like you to take this time to tell us what you thought we did best and where you feel we could improve.

1. **Why did you choose us to assist you with your home financing?**  
 Referred     Past Client     Advertisement     Financial Advisor  
 Phonebook     Realtor     Website     Other
  
2. **How well did your Agent's communication keep you informed?**  
 Excellent     Good     Fair     Average     Poor
  
3. **Did you find your pre-closing packet helpful?**  
 Yes     No
  
4. **Overall did you receive World Class Service from Olympia Funding?**  
 World Class     Good     Average Service     Fair Service     Poor Service
  
5. **If you purchased, how would you rate your Real Estate Agent?**  
 Excellent     Good     Fair     Average     Poor     N/A
  
6. **Was your experience with us one that would make you feel comfortable referring your friends, family and co-workers?**  
 Yes     No
  
7. **If you are reluctant to refer anyone to us, please tell us why, so that we may address your concerns.**  


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8. **Any additional comments?**  


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9. **Agent that you are working with:** \_\_\_\_\_

Your Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_  
Your Closing Date: \_\_\_\_\_ Time: \_\_\_\_\_ AM / PM

Thank you for your continued support, William Hogarty –CEO

If you marked on our client survey that we exceeded your expectations with our World Class Service, please help us grow our business of more people just like you.

Even if you know of someone not ready to buy or doesn't need to refinance now, please let us know and we will put them in your mortgage consultant's database so they receive the same service you deserve year after year with our annual check up.

Remember, Olympia Funding is a REFERRAL ONLY COMPANY. Your support is needed and appreciated. Thanks in advance for helping us grow with quality clients just like you. We look forward to talking to you soon for your annual check-up!

Name \_\_\_\_\_

Phone \_\_\_\_\_

( ) Call me I don't have their number here.

Name \_\_\_\_\_

Phone \_\_\_\_\_

( ) Call me I don't have their number here.

Name \_\_\_\_\_

Phone \_\_\_\_\_

( ) Call me I don't have their number here.

Name \_\_\_\_\_

Phone \_\_\_\_\_

( ) Call me I don't have their number here.

Name \_\_\_\_\_

Phone \_\_\_\_\_

( ) Call me I don't have their number here.

My Mortgage Consultant Was \_\_\_\_\_

Thank you for your help! Please contact the friends you have listed so that they are prepared for our phone call and yearly check-up. If they tell us they are not interested we will not call them again. Thank you.