

—————  —————

GO TO MORTGAGE BROKERS

Client Name: Matthew Taylor

1) I was given details clearly explaining your services and their costs early in our discussion.

- Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree
 Not Applicable

2) If a fee was payable for your services I was made aware of the choices I had to pay for this.

- Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Not Applicable

3) The Adviser obtained sufficient information regarding my personal and financial circumstances prior to providing me with details of any mortgage products.

- Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Not Applicable

4) The recommendations made to me were presented in a clear manner and I was advised of the costs or penalties as well as the advantages of the mortgage.

- Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Not Applicable

5) The adviser discussed affordability with me and I understood the costs involved and how much I could afford to borrow.

- Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Not Applicable

7) If I have chosen an interest only mortgage, the adviser helped me to understand the risk and agree a realistic plan to re-pay the loan.

- Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Not Applicable

9) My adviser appeared knowledgeable and was helpful at all times.

Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Not Applicable

10) My case manager handled my case effectively and was helpful at all times.

Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Not Applicable

11) I have received a letter providing me with a clear explanation of the advice I received.

Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Not Applicable

16) I would be willing to recommend your services to family, friends & colleagues.

Strongly Agree Somewhat Agree Somewhat Disagree Strongly Disagree Not Applicable

Any other comments:

Paul and Elaine are always contactable and always up to date and very knowledgeable about the market. It's a pleasure to work with them.