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# GO TO MORTGAGE BROKERS

Client Name: Steve White

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:

Excellent professional and reliable service from Paul and Elaine at Go To Mortgage Brokers. Paul always really helps us to secure the best possible mortgage for our properties by understanding our needs and circumstances. Would most highly recommend!