

Nick,  
I wanted to thank you  
for all your help with Rusli's  
mortgage.

I know this was a tough  
one to get approved, but  
all your efforts and hard work  
paid off. Again Thanks!

Nicky,

I can't repay you for  
all you've done for me -  
thank you again for  
getting me through this  
once again! Love ya,

**Much**

Thank you for helping  
me w/ my home buying  
process! I know I could  
be a pain sometimes. It  
was a great and smooth  
experience. Thanks again!

# QUALITY ASSURANCE FORM

To better serve you, please complete and return the following Quality Assurance Form. Rate our service on a scale of 1 to 5 — 1 being the worst, and 5 being the best. Feel free to comment in the spaces provided!

1) Did you feel as though your loan was closed in a timely manner?

1 2 3 4 **5**

Yes, everything was handled professionally from start to finish.

2) Did you feel your loan representative was friendly and attentive to your needs?

1 2 3 4 **5**

Nick DiMedio was excellent. He guided us through the process with

3) Were you satisfied by the services provided to you by your closing agent?

1 2 3 4 **5**

Absolutely.

patience & encouragement.

4) How would you rate your overall experience

1 2 3 4 **5**

Whenever we move again, we'll be sure to contact Nick & we'll also be recommending the company as well.

Servicing Loan Officer

Nick DiMedio

Your Name (Optional)

## COMMENTS

Thanks so much for making an often stressful situation so enjoyable.

Nick,

Thank you so much for your commitment to us in our purchasing endeavors. We are grateful for your time and effort throughout the process. Thank you also for the gift to Plan I; it will certainly come in handy as we continue to set up our home.

Again, many thanks for all you've done.

7/31/07

Nick,

A note of thanks for assisting us in the refinancing of our home. Your expertise, personable demeanor and confidence certainly put our fears to rest. We will definitely refer you to our friends and customers! Good luck with the wedding planning! Thanks again for everything!

## QUALITY ASSURANCE FORM

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1 2 3 4 5

2) Did you feel your loan representative was friendly and attentive to your needs?

1 2 3 4 5

3) Were you satisfied by the services provided to you by your closing agent?

1 2 3 4 5

4) How would you rate your overall experience

1 2 3 4 5

Servicing Loan Officer

Nick DiEmidio

Your Name (Optional)

### COMMENTS

Nick made the whole process extremely easy and seamless. From getting approved to closing, Nick was there to answer any question that we had. He even attended the closing assuring that any questions, we had, could be answered right there + then. My wife and I would recommend Nick to anyone looking to buy a home.

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1      2      3      4      5

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2) Did you feel your loan representative was friendly and attentive to your needs?

1      2      3      4      5

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3) Were you satisfied by the services provided to you by your closing agent?

1      2      3      4      5

---

---

4) How would you rate your overall experience

1      2      3      4      5

---

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Servicing Loan Officer Nicholas Diemidio

Your Name (Optional) \_\_\_\_\_

### COMMENTS

I found Nick to be one of the most polite and knowledgeable agents I've ever had the pleasure to work with. I would highly recommend him to anyone

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3) Were you satisfied by the services provided to you by your closing agent?

1      2      3      4      5

---

---

4) How would you rate your overall experience

1      2      3      4      5

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Servicing Loan Officer Nick DiEmedio

Your Name (Optional) \_\_\_\_\_

### COMMENTS

Nick provided outstanding service.  
I would highly recommend

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1    2    3    4    5

4) How would you rate your overall experience

1    2    3    4    5

Servicing Loan Officer NICK D. EMIDIO

Your Name (Optional) \_\_\_\_\_

### COMMENTS

AN ENJOYABLE EXPERIENCE.  
Will keep Referral Form handy.  
Thanks for the gifts.

## QUALITY ASSURANCE FORM

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1 2 3 4 5

Nick worked very hard to get our loan complete before Jan 31<sup>st</sup>

2) Did you feel your loan representative was friendly and attentive to your needs?

1 2 3 4 5

Nick educated us on every step.

3) Were you satisfied by the services provided to you by your closing agent?

1 2 3 4 5

4) How would you rate your overall experience?

1 2 3 4 5

Servicing Loan Officer Nick Demedato

Your Name (Optional) \_\_\_\_\_

### COMMENTS

Nick helped us so much and had our loan revised to fit our needs. He definitely went above and beyond, especially w/ time constraints.

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- 1) Did you feel as though your loan was closed in a timely manner?

1 2 3 4 **5**

Very fast and efficient and done in a manner  
specifically tailored to our interests

- 2) Did you feel your loan representative was friendly and attentive to your needs?

1 2 3 4 **5**

At all times - always accessible

- 3) Were you satisfied by the services provided to you by your closing agent?

1 2 3 4 **5**

Again, at all times

- 4) How would you rate your overall experience

1 2 3 4 **5**

Incredibly satisfied. Your company catered to our needs  
and worked in a timely manner throughout the entire process.

Servicing Loan Officer Mark NiEmidio

Your Name (Optional)

### COMMENTS

Can't say "Thank you" enough!

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1    2    3    4    5

Servicing Loan Officer

Nick DiMidio

Your Name (Optional)

## COMMENTS

Thank you!

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1    2    3    4    ⑤

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1    2    3    4    ⑤

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1    2    3    4    ⑤

4) How would you rate your overall experience

1    2    3    4    ⑤

Servicing Loan Officer

Nick

Your Name (Optional)

### COMMENTS

NICK + JOE, WHAT'S UP FOLLOWS  
EVERYTHING WAS PERFECT, AS ALWAYS  
HOPE TO BE CALLING YOU AGAIN IN  
THE FUTURE.