

Client Satisfaction Survey

In general, my financing experience with Kuranda Mortgage was:

- 1) Excellent
- 2) Good
- 3) Average
- 4) Unsatisfactory

My experience with Mark Weigle, specifically, was:

- 1) Excellent
- 2) Good
- 3) Average
- 4) Unsatisfactory

My experience with Toni Hill, specifically, was:

- 1) Excellent
- 2) Good
- 3) Average
- 4) Unsatisfactory
- 5) Not applicable *I had one quick email from Toni, we did not interact otherwise.*

Please feel free to expound positively or negatively as you see fit, below.

From the first phone call inquiring about rates and throughout the entire application process, my experience was very positive.

Overall, I would describe my experience with Kuranda Mortgage & Mark Weigle as:
Very positive. Mark was incredibly helpful and knowledgeable. He was always quick to communicate and responded to the myriad of questions I had. He was also patient and explained everything to me throughout the entire application process.

Something I would recommend for improved client satisfaction in the future would be:
An idea is to allow the client could track their application as it is in process (I'm envisioning a system similar to UPS or FedEx's "Where's my shipment?"). It may help ease concerns if clients could see that their application is in the process by marking some of the milestones of the application process: the initial submittal, securing the mortgage commitment, appraisal, underwriting and approval.

Someone I would be happy to refer to Kuranda would be:

Name(s) phone email

At present, I do not have any leads to refer, but I will gladly recommend Kuranda Mortgage and leave positive comments on Yelp or other user-generated review sites.