

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

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

Overall, I would describe my experience with Kuranda Mortgage & Mark Weigle as: Mark did a great job of explaining the long process and new mortgage documents that have been developed in the last few years. I felt like there was an excessive amount of documentation needed based on my income and amount being borrowed. But, Mark did a great job of walking me through each document. The scheduling of the closing and getting the amount needed to close took a bit of time and we had to rush to make it work. Not sure if that is normal but I only had about 4 days to get the closing money and we did not have the closing scheduled (officially) until 48 hours prior to closing.

Something I would recommend for improved client satisfaction in the future would be:

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

Name(s)

phone

email