

CUsource appreciates the opportunity to be your real estate processing and /or loan servicing solution. We are looking for your feedback. Our primary goal is to meet and exceed your needs with exceptional service. Please take a moment to fill out this survey with your thoughts and opinions. Your input will help us evaluate staff and programs as well as design our business plan for 2008. Thank you ~ Steve King, CUsource Board Chairman

How satisfied are you with the quality of work CUsource’s real estate department staff provides?

Beyond Expectations Meets Expectations Does Not Meet Expectations

Please rate CUsource’s real estate department staff on the following criteria:

Staff are Courteous and Respectful	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Accuracy in Price Quoting	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Level of Product Knowledge	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Making Product Recommendations	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Anticipating Your Needs	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Meeting Your Expectations	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Response Time on Issues, Questions & Proposals	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Problem Solving Ability	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Staff Accessibility	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Keeps You Up to Date on Products & Services	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Level of Communications	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Response Time in Completing Projects / Installs	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Professionalism	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor

Overall, do you receive prompt, courteous and professional service from CUsource?

Yes No

Would you recommend our real estate services to other credit unions?

Yes No

What can we do to be a more valued asset to your credit union?

How can we enhance our service and / or produce to serve your credit union?

Name: _____

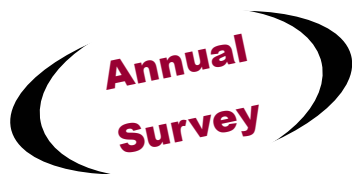
Email: _____

Title: _____

Phone: _____



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