



Client Satisfaction Feedback – Please Tells Us How We’re Doing

Your total satisfaction is our priority.
Please share your experiences at Invis, so we may know how we are doing.

Please indicate whether you agree or disagree with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I received a good explanation of my mortgage options.					
Documentation requirements for my mortgage were explained thoroughly.					
I felt well-informed at each stage of the mortgage process.					
My Invis Mortgage Consultant was easily reachable, either by phone or e-mail.					
My Invis Mortgage Consultant was responsive to my concerns.					

Please answer the following questions:

Overall, how would you rate your satisfaction?

- Very Satisfied
 Somewhat satisfied
 Neutral
 Somewhat Dissatisfied
 Very Dissatisfied

Based on your overall experience, would you recommend Invis to friends and family?

- Definitely Would
 Probably Would
 Neutral
 Probably Would Not
 Definitely Would Not

How did you learn about Invis?

- Newspaper
 Yellow Pages
 Radio
 Mortgage Consultant Website
 Flyer / Brochure
 Referred by Realtor
 Referred by Financial Planner
 Referred by Family / Friend
 Other Print Advertising _____
 Other _____

Please share any additional comments:

Please include the following information (while this is not mandatory, we ask for your cooperation):

Your Name: _____ Contact Number: _____
Name of Mortgage Consultant: JIM / LYN WEBBER [Circle one] Your E-Mail: _____

Please send your completed survey to your Invis Mortgage Consultant.

- or -

Client Satisfaction Survey
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