

CLIENT EXPERIENCE SURVEY

For Laura and Ron Trimm

Please circle the number that best describes the level of service you received from us.

- 1 = Unsatisfactory
3 = Average
5 = Excellent

- | | | | | | | |
|----|---|---|---|---|---|---|
| 1. | Timeliness of return phone calls was | 1 | 2 | 3 | 4 | 5 |
| 2. | Problems were handled | 1 | 2 | 3 | 4 | 5 |
| 3. | Communication with you was | 1 | 2 | 3 | 4 | 5 |
| 4. | The knowledge of real estate demonstrated was | 1 | 2 | 3 | 4 | 5 |
| 5. | Attention given to your special needs was | 1 | 2 | 3 | 4 | 5 |
| 6. | Your overall impression of our real estate service is | 1 | 2 | 3 | 4 | 5 |

How did you choose to work with us?

We found your name on the Brookfield 3rd party service provider directory and chose you after some terrible interviews. You clearly knew what you were doing!

When you think of your real estate experience with us, what stands out most in your mind?

The customer service was amazing! Knowledge of the market & brookfield process.

How did you find working within our associate team concept? Did this enhance or detract from the level of personalized service you received?

Isabella was awesome. You all knew our situation so I didn't have to explain anything speaking to her instead of you.

How would you describe the level of our negotiating skill and expertise on your behalf?

It was a tough sell but you did it!

Was there ever a time you felt we breached your trust? If so, how?

No!

Did you find that our e-mailings were of any benefit to you?

Yes

No

Please comment.

Was there a particular activity or service we provided that you particularly appreciated?

The boxes you provided were super appreciated.

What could we do to provide a more positive experience?

Honestly, nothing! You guys were awesome. Your knowledge of the brookfield process & the market were excellent.

What is your overall impression of the team members you had worked with?

Do you feel that we genuinely cared about you and your real estate needs?

Yes

No

Have we earned the right to pursue an ongoing relationship towards our goal of being your "Realtor for Life"?

Yes

No

May we count on your personal recommendation of our services to friends and relatives?

Yes

No

If yes to the above, who is the next person you know who would be considering a move?

Name _____

Phone # _____

In comparison to other Realtors you may have worked with, how did we compare?

- | | |
|------------------------|-------------------------|
| 1. Substantially Lower | 4. Moderately Higher |
| 2. Moderately Lower | 5. Substantially Higher |
| 3. About the Same | |

Any Other Comments or Reference Quote for our website:

Associated Services Feedback

As we are often involved in co-ordinating your move with a number of other suppliers, can you also please take a moment to let us know how you were treated. Please circle the number that best describes the level of service you received.

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1. Which law firm or notary did you use?

Name: McCallum Law Group
Overall satisfaction level: 1 2 3 4 5
Comments:

2. If you financed your purchase, which lender did you use?

Name: Royal Bank
Overall satisfaction level: 1 2 3 4 5
Comments:

Sylvia Bath & Venita Taylor - Great communication & worked hard to get the deal done

3. Did you also use a mortgage broker?

Name: N/A
Overall satisfaction level: 1 2 3 4 5
Comments:

4. Did you use the services of a moving company?

Name: _____
Overall satisfaction level: 1 2 3 4 5
Comments:

5. Did you use the services of a building inspector?

Name: Bob Longfield
Overall satisfaction level: 1 2 3 4 5
Comments: Fit us in on short notice, very thorough report

****Do we have your kind permission to share your comments publicly?**

Yes ✓

No _____