



Spectrum Canada

MORTGAGE SERVICES INC.

At **Spectrum-Canada Mortgage Services** Our Commitment is to make you say:

“THAT’S BRILLIANT” CUSTOMER SERVICE!

The following 6 points are part of a Spectrum-Canada client follow-up survey.

Please Rate Our Service		‘That’s Brilliant’	Less than ‘Brilliant’
	✓		
1.	Service: Promptness with which you were contacted by Spectrum	<input type="checkbox"/>	<input type="checkbox"/>
2.	Mortgage Advisor: Were you happy with the Mortgage advisor you worked with? Mortgage Advisor Name: _____	<input type="checkbox"/>	<input type="checkbox"/>
3.	Courtesy: Courtesy and helpfulness of Spectrum personnel	<input type="checkbox"/>	<input type="checkbox"/>
4.	Creativity: Creative solutions to meet your funding needs	<input type="checkbox"/>	<input type="checkbox"/>
5.	Communication: Was all communication clear, concise and timely?	<input type="checkbox"/>	<input type="checkbox"/>
6.	Appreciation: Our sincere appreciation of your business	<input type="checkbox"/>	<input type="checkbox"/>

We value your opinion, and appreciate your feedback!

Your Name: _____

Please take a moment to answer these 2 questions:

1. On a scale of 1 to 10, how would you rate the overall experience dealing with Spectrum-Canada (10 being the highest!): _____
2. If less than 10 – What would it take to make it a 10? (or if 10 any other comments!)

Please mail, fax or e-mail the survey to me...I want to hear you say:

“THAT’S BRILLIANT” CUSTOMER SERVICE!

Thank you!

Derek Matthews - Senior Vice President, Marketing & Sales - Toll-Free Fax: 1 888 488-9922

or Email: [**Derek.J.Matthews@spectrum-canada.com**](mailto:Derek.J.Matthews@spectrum-canada.com)