



621 Lynnhaven Pkwy, Suite 160
Va Beach, VA 23452
757.605.0500
FAX 757.216.8245

CLIENT SURVEY

Your Name(s): _____

How/Why did you choose Old Virginia Mortgage, Va Beach?

Did you get an answer whether you qualified for a loan in an acceptable period of time?
Yes ___ No ___

Was this important to you? Yes ___ No ___

Were you put at ease about the mortgage process? Yes ___ No ___

Did you close on time? Yes ___ No ___

How would you rate our courtesy?
EXCELLENT _____ GOOD _____ FAIR _____ POOR _____

How would you rate our speed and efficiency?
EXCELLENT _____ GOOD _____ FAIR _____ POOR _____

How would you evaluate the competitiveness of our rates?
EXCELLENT _____ GOOD _____ FAIR _____ POOR _____

Overall, how would you evaluate our service?
EXCELLENT _____ GOOD _____ FAIR _____ POOR _____

Have you ever applied for a mortgage with any other bank/lender?
Yes ___ No ___

If yes, would you say that Old Virginia Mortgage Va Beach is: Better ___ Similar ___
Worse ___?

What did you like best about Old Virginia Mortgage Va Beach?

How can we improve upon our service? _____
