

Margaret Smith

Agent: Kathy King

New Phone number: 4

JOHN L. SCOTT REAL ESTATE would like to thank you for purchasing your home through our real estate company. We are dedicated to providing you with consistent, quality service before, during, and after the purchase of your home. Our ALL PRO team is committed to excellence and in order to continue to meet your needs, we ask for your cooperation in completing the survey below. For your convenience, we have included a self-addressed stamped envelope.

PLEASE CHECK ONE ITEM THAT APPLIES BEST FOR EACH QUESTION.

1. During your home search, how many real estate Companies did you contact for assistance?

- 1 2 3 4 or more

2. How far did you move?

- Within 5 miles 5-10 miles 10-20 miles 20-50 miles 50+ miles From out of state

3. How many homes did you preview? 10

4. How was your first contact made with John L. Scott? (check one)

- Knew Sales associate (agent) Someone recommended agent Dealt with John L. Scott on a previous transaction Someone recommended John L. Scott Through a relocation service Direct Contact by Agent Open House by John L. Scott agent Called on Advertising: (which source?) Internet Sign Flyer Newspaper ad Homes Magazine 24-hour Recorded Msg

1. During your home search, did you use the Internet?

- Yes No

2. If yes, which sites did you visit? (Check all that apply)

- johnlscott.com HomeAdvisor.com Realtor.com Other:

3. How would you describe the service you received?

- Sales Associate Extremely Satisfied Satisfied Unsatisfied

8. Did your agent listen to your needs?

- Yes Somewhat No

9. Were you treated fairly?

- Yes Somewhat No

10. Since the sale, how has our sales associate been in contact with you?

- Mail In Person Phone Not Contacted E-Mail

11. Would you be interested in information on a career in selling real estate?

- Yes No

12. Would you like information about:

- Investment Property Vacation Property

13. Do you have any friends or relatives who need help purchasing or selling a home?

14. Comments/Testimonial:

Blank lines for comments and testimonial.

THANK YOU!