

Buyer Satisfaction Survey

Using the following scale, please darken the appropriate space which best describes your level of satisfaction.

(1) Very Satisfied (2) Satisfied (3) Somewhat Satisfied (4) Fairly Dissatisfied (5) Dissatisfied

DIRECTIONS: Please darken the appropriate space completely with a pen or pencil.

Example: ■ 1 □ 2 □ 3 □ 4 □ 5

Very Satisfied → Dissatisfied

1. Satisfaction with your local ERA Real Estate Company. 1 2 3 4 5
2. Satisfaction with your Real Estate Sales Associate. 1 2 3 4 5
3. Ability to keep you informed throughout the process. 1 2 3 4 5
4. Effort to locate your home. 1 2 3 4 5
5. Knowledge about the product & service provided by ERA Real Estate. 1 2 3 4 5
6. Honesty. 1 2 3 4 5
7. Follow-up after transaction was completed. 1 2 3 4 5
8. Actions in going above and beyond the call of duty in serving my real estate needs.
Please give example GLORIA + SAUF both went out of there way to help me out + find a place for me in a short period of time

9. The ERA Sales Associate offered an ERA Home Warranty Plan (Seller Protection Plan and/or Buyer Protection Plan). Yes No
10. The ERA Sales Associate presented the ERA Select Services Program. Yes No
11. I would use this ERA Sales Associate again in buying or selling a home. Yes No
12. I would recommend this ERA Sales Associate to a friend and/or family member. Yes No
13. ERA Real Estate and the ERA Sales Associate has my permission to use my comments in promotional materials. Yes No
14. Did you sign a Buyer Agency Agreement with your Sales Associate? Yes No
15. The ERA Sales Associate presented the benefits for ERA Mortgage. Yes No
16. What has influenced you to do business with an ERA Sales Associate?
 ERA Yard Sign Prior Agent Contact Open House Newspaper Ad
 Reputation Internet Referred By Friend/Family ERA TV Advertisement
 Listed/Sold With ERA Before Home Magazine Direct Mail Other

Please feel free to make any additional comments in the space below:

— Gloria Hall \ Susan HOLWAY —

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