



Applicant Name: Reference No:

how did we do?

Did we acknowledge receipt of application?

Yes No

Did we advise of likely timescales?

Yes No

Were you sent list of outstanding items within 48 hours?

Yes No

Did we phone you to see if you received this list?

Yes No

Did we phone you to check progress of these items?

Yes No

Were you advised when case was submitted to Lender for offer?

Yes No

If delays in offer, did we advise you of reasons?

Yes No

Did you receive a fax of the offer?

Yes No

Are you satisfied with our service?

Yes No

If not, how can we improve?

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.....
.....

Are you able to provide name and contact number of a mortgage advisor whom you believe would benefit from a visit by our National Development Manager and/or a Regional Sales Manager to discuss our sub prime proposition?

Yes No

Name:.....

Contact No:.....

faxback no: 01202 312991

0845 130 2223

www.mortgagenext.co.uk

