



TotalCHOICE home loans

www.totalchoicehomeloans.com.au
3 Norfolk Street Fremantle
PO Box 89 Palmyra WA 6957
ABN: 73636499319
Credit Licence: 385844

We are constantly aiming to improve our service to you. If you could assist us by sharing your feedback and preferences below we would be grateful.

NAME: (Optional) [Redacted] 3 [Redacted]

How did you hear about us?

Referral: Real Estate Agent Friend Relative Work Colleague

Name of referrer: [Redacted]

Advert: Internet Search Yellow Pages

Please circle the number below which most accurately reflects how you feel. We encourage you to provide a frank and honest response to help us continue to develop an exceptional service.

	Disagree	Agree
Your service was prompt and reliable	1.....2.....3.....4.....	5
We were kept informed regularly	1.....2.....3.....4.....	5
You were easily contactable and returned our calls promptly	1.....2.....3.....4.....	5
Your understanding of our needs and the options presented were thorough and informative	1.....2.....3.....4.....	5
We will use your service again as our needs change	1.....2.....3.....4.....	5
We have a good understanding of the breadth of services you offer	1.....2.....3.....4.....	5
We will comfortably recommend you to others	1.....2.....3.....4.....	5

To help us understand your needs please comment on the following:

On a Scale of 1 to 10 (with 10 the most likely) will you refer Total Choice to friends and family in the future?

10

(referring to the answer above) Please can you tell us why?

Very helpful & informative. Very good experience using Total Choice. Made the whole process easier.

What was your biggest frustration (if any) dealing with Total Choice Home Loans?

None

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?

Most valuable benefit was having all options explained to us, as first time home buyers we really didn't have a clue prior to speaking to Jonathan



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To help us understand your needs please comment on the following:

On a Scale of 1 to 10 (with 10 the most likely) will you refer Total Choice to friends and family in the future? 10 wonderful service.

(referring to the answer above) Please can you tell us why?
Wonderful, helpful and honest service.

What was your biggest frustration (if any) dealing with Total Choice Home Loans? None.

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans? Felt at ease because you knew what you were doing.



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On a Scale of 1 to 10 (with 10 the most likely) will you refer Total Choice to friends and family in the future? 10

(referring to the answer above) Please can you tell us why?
Friendly, efficient & helpful!

What was your biggest frustration (if any) dealing with Total Choice Home Loans?
None

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?
Trust.



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On a Scale of 1 to 10 (with 10 the most likely) will you refer Total Choice to friends and family in the future?

10

(referring to the answer above) Please can you tell us why?

EXTREMELY PROFESSIONAL SERVICE

What was your biggest frustration (if any) dealing with Total Choice Home Loans?

NONE

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?

EXPLANATION OF THE PROCESS & PROMPT SERVICE



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On a Scale of 1 to 10 (with 10 the most likely) will you refer Total Choice to friends and family in the future? 10.

(referring to the answer above) Please can you tell us why?

efficient, reliable and friendly service.

What was your biggest frustration (if any) dealing with Total Choice Home Loans?

none. (amazingly considering you deal with banks)

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?

quick and reliable.



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To help us understand your needs please comment on the following:

On a Scale of 1 to 10 (with 10 the most likely) will you refer Total Choice to friends and family in the future? 10 - we have already.

(referring to the answer above) Please can you tell us why?

Loved your Service

What was your biggest frustration (if any) dealing with Total Choice Home Loans?

None.

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?

I could email all info & you

used that & organised everything before our 1st meeting



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On a Scale of 1 to 10 (with 10 the most likely) will you refer Total Choice to friends and family in the future? 10

(referring to the answer above) Please can you tell us why?

ALWAYS HAPPY TO DEAL WITH US

What was your biggest frustration (if any) dealing with Total Choice Home Loans? NONE

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?

SOVING OUR PROBLEM



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On a Scale of 1 to 10 (with 10 the most likely) will you refer Total Choice to friends and family in the future? 10

(referring to the answer above) Please can you tell us why?

Being not based in Perth you worked with us easily to accommodate our needs.

What was your biggest frustration (if any) dealing with Total Choice Home Loans?

None.

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?

You gave us a variety of options and explained how we would benefit from each one. i.e. Splitting the loan and interest savings.



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10 - already have.

(referring to the answer above) Please can you tell us why?

Easy reliable and outstanding service.

What was your biggest frustration (if any) dealing with Total Choice Home Loans?

None.

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?

Jon coming to see us out of business hours.



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(referring to the answer above) Please can you tell us why?

FEELING OF TRUST THAT I WAS GETTING GOOD ADVICE

What was your biggest frustration (if any) dealing with Total Choice Home Loans? NONE

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans? EXPLAINING THE DIFFERENT CHOICES WE HAD CLEARLY



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(referring to the answer above) Please can you tell us why?

excellent service, friendly + informative

What was your biggest frustration (if any) dealing with Total Choice Home Loans?

Nothing it was with Bankwest!

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?

always felt time was taken to listen + help.



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On a Scale of 1 to 10 (with 10 the most likely) will you refer Total Choice to friends and family in the future? 9

(referring to the answer above) Please can you tell us why?

Excellent Service Allround. - Responsive & Contactable.

What was your biggest frustration (if any) dealing with Total Choice Home Loans?

Transfer of details from online system to WESTRAC. Info was not accurate for Bank Docs.

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?

Seamless workings & relationships with conveyancer. Willing to change make changes to my requirements & redo loan Application



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10

(referring to the answer above) Please can you tell us why?

Friendly, ~~very~~ easy to contact when needed
~~able to fit~~ appointments to fit around our busy life

What was your biggest frustration (if any) dealing with Total Choice Home Loans?

—

What was the best / most valuable benefit you felt when dealing with Total Choice Home Loans?

AS above