

Closing section of Chase Post-Close Refinance Survey

How far in advance of your loan closing were you informed of your final closing costs and the amount of money owed or due back to you?

- Not contacted
- The same day
- The day before
- Two or more days before
- Not sure

Please think about your closing meeting, when you signed the closing documents and finalized your loan.
How would you rate the ...?

	Unacceptable			Average						Outstanding		NA
	1	2	3	4	5	6	7	8	9	10		
Accuracy of names, address and loan terms in the closing docs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Promptness of your closing meeting; the meeting started and finished as scheduled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
Professionalism of your closing agent, i.e., the person you met with to sign your loan documents	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

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Comment Section:

Do you have any comments about the Chase employees you worked with during the loan process?

What is the most important thing Chase can do to improve the experience of getting a home loan?

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