

b. Your agent's knowledge of your particular neighbourhood.



	-					10	9	1	an		
		ase compl			_				very satisfied (3)	satisfied (2)	<u>dissatisfied</u> (1)
•		ase indicat complete				ring transactions agent?	•	C.	The professiona	lism displayed by	your agent.
		<u>S</u> ell	□ <u>B</u> :	шу	0	B <u>o</u> th		d.			vas looking out for
		re you seer rertising?	n or he	ard any o	of the	RE/MAX			your best interes	sts.	•
		TV <u>M</u> agazine		adio alloon	_	<u>3</u> illboard nternet		e	The overall integ	grity of your agent	
		Other						f.	Your agent's un	derstanding of you	ur financial or
i.	mai	de contact	with yo	our agen		bes how you firs r to this	st		Distribution of the control of the c	0	•
	trar	nsaction? ((Check	one)				g.	The negotiating getting you the	skills displayed by	y your agent in
	a.	Met at an	open ho	use		0			getting you me	Dest results.	o.
	b.	Phoned at	out a lis	sting in th	e new	spaper 🛘		h.	The ongoing fee	dback you receive	ed from your agent.
	C.	Phoned at	out a lis	sting							
	d.	Went to a	RE/MA	X office			5.		ow taking all thir ith your RE/MAX		were you satisfied
	e.	Phoned at	out a lis	sting on t	he tek	evision 🖸			Yes		00
	f.	Agent was neighbour	recom	mended t	y frie	nd/ 🖸	6.	W		ur RE/MAX agent	t again?
	g.	Saw the a	gent's s	ign on a	awn	٥			***	mey Elei	Jim change
	h.	Internet	1	. 1	-	wiel but	7.		ould you recomi	mend your RE/M	AX agent to a
	i.	Other &	and	le v	14	sea Time a	and he	انگراد انگراد	he me		œ œ
		e next ser tisfaction				ain to your ove gent.	8.			to buy/sell your real estate com	
4.	Ho	w satisfied	were y	ou with	each	of the following	?	Y	es D No 🗹	year me	h any more
	(very satisfied (3))	satisfic (2)		dissatisfied (1)		(H	YES, please an	swer question IO, please skip	#9 & #10 bn the
	a.	requireme		erstandin	g of yo	our specific					•
		5		•							



	In selecting RE/ considered, how making your ch	MAX over the compar w important were thes loice?	nies you se factors in	11. Approximately how many times have you bought or sold real estate in the last 10 years?				
	very important (3)	somewhat important (2)	not important (1)					
		∕lísting presentation, co s presentation.	ompared with	12. Are you likely to buy or sell again in the foreseeable future? Yes 11 No 1				
	b. Your agent's	knowledge of your nei	ghbourhood,	13. Do you have any recommendations on how RE/MAX could improve in the future?				
	compared to	other agent's knowled	ge.	Here more missistes				
	c. Your agent's compared to	experience in the real other agent's experien	ce.	He the best! Ne mont				
	d Your agent's	overall integrity, comp	ared to other	beitate to recommend him				
	agent's integ		0	To any one.				
	e. RE/MAX ep other ompa	outation, compared to the inies.	ne reputation of	Please answer the following to help us classify our transactions.				
		ne RE/MAX network, c inies networks.	ompared to the	14. Are you a first time buyer? a. ☐ yes ☐ no Your age:				
0.	fided ex	for choosing RE/MAX	ex-lar	b. Q under 35 Q 35-49 Q 50-60 Q 60+				
	-	did when ne Koyal		a. Bought: In house in condo in other that is sold: in house in condo in other that				
		yeur con	pany.					
	Office Name: _ Sales Associat	RE/MAX te:Jim_Chang_		Are there any additional comments you have?				
	Your Name: Name: Nour City: S	Marcel and Ceci	lia Dionne					
	Tour Oily.	antrea						

Thank you for participating.

Please return this questionnaire in the enclosed prepaid envelope at your earliest convenience.



a. Your agent's understanding of your specific

b. Your agent's knowledge of your particular



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	Ple	ase compl	lete the follow	ving:				very satisfied	satisfied	dissatisfied
١.	Please indicate which of the following transactions you completed with your RE/MAX agent?						c.	(3) The professions	(2) Allsm displayed by	(1) ad by your agent.
2.		<u>S</u> ell ve vou seer	□ <u>B</u> uy n or heard anv	Buy Both				How strongly your best interes	u felt your agent w sts.	•
		vertising?						75 .	0	0
	X	TV Magazine Other	☐ <u>R</u> adio ☐ <u>Ba</u> lloon		board ernet		e.	The overall inte	grity of your agent.	0
		_					f.	Your agent's un mortgage requir	derstanding of you	r financial or
3.	ma	de contact	ollowing <u>best</u> with your age Check one)		s how you first this			A	٥	•
	a.	Met at an o	ppen house		o		g.	getting you the	skills displayed by best results.	your agent in
	b.	Phoned ab	out a listing in	the newsp	aper 🔾		h.	The opgoing fee	edback you receive	d from your age
	C.	Phoned ab	out a listing		0			A	0	0
	d.	Went to a !	RE/MAX office		0	5.		w taking all thir th your RE/MAX	gs into account, agent?	were you satis
	e.	Phoned ab	out a listing on	the televis	sion 🗆			Yes		<u>no</u>
	f.	Agent was neighbour	recommended	by friend/	0	6.	We	ould you use yo	ur RE/MAX agent	again?
	g.	Saw the ag	gent's sign on a	a lawn	٥			黉		<u></u>
	h.	Internet	Busivess	Associ	TATE	7.		ould you recom: and or relative?	mend your RE/MA	X agent to a
		e next seri	es of questio	ns pertair	n to your overal	u .		寒		<u>91</u>
4.			vith your RE/ were you wit		nt. the following?	8.	CO		to buy/sell your real estate comp	
		very satisfied (3)	satis (2	fied =	dissatisfied (1)	((If Y		swer question	
								back. If N	IO, please skip	to #11)

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CO		IAX over the compar important were thes ice?		11. Approximately how many times have you bought or sold real estate in the last 10 years?
	very important (3)	somewhat important (2)	not important (1)	MALY
	other agent's p	sting presentation, co presentation. nowledge of your neighter agent's knowledge	inbourhood,	12. Are you likely to buy or sell again in the foreseeable future? Yes No □ 13. Do you have any recommendations on how RE/MAX could improve in the future?
C.		experience in the real of ther agent's experience		
d.	Your agent's o agent's integrit	verall integrity, compa	ared to other	
e.	RE/MAX reput	ation, compared to the	e reputation of	Please answer the following to help us classify our transactions.
f.	other compani	e RE/MAX network, co es networks.	٥	14. Are you a first time buyer? a.
				a. Bought: house condo conder b. Sold: house condo condo conder
Sa Yo	our Name: _R_	E/MAX James Chan Lecker & Jay North Vancouve	Fraser	Are there any additional comments you have? The Are Very FolgonAre To HAVE

Thank you for participating.

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Quality Assurance Program



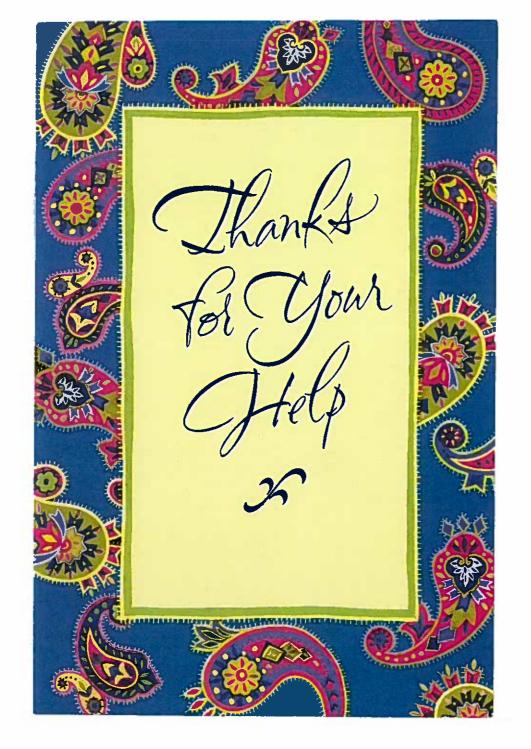
-						_		-				
	Ple	ease compl	ete the follow	ing:				very satisfied	satisfied	dissatisfied		
1.	Ple	Please indicate which of the following transactions						(3)	(2)	(1)		
			with your Ri				C.	The professions	alism displayed by	your agent.		
	0	<u>S</u> ell	Buy		Both		н	How strongly w	ou felt your agent w	ras looking out for		
2.		ve you seen vertising?	or heard any	of the	e RE/MAX		٠.	your best intere	ests.			
	000	TV Magazine Other	☐ Radio ☑ Balloon	8	Billboard Internet			9	grity of your agent.			
2	u.s.	uich of the f	dlawina beet	dooc	ihaa haw wan 5		f.	Your agent's un mortgage requir	nderstanding of you rements	r financial or		
J.	ma	iich of the fo ide contact i nsaction? ((with your age	nt prid	ribes how you first or to this			(3		٥		
						g.		skills displayed by	your agent in			
	a.	Met at an o	pen house		0			getting you the	Dest results.			
	b.	Phoned abo	out a listing in t	he nev	wspaper 🗆		h.	The ongoing fee	edback you receive	_		
	C.	Phoned abo	out a listing		0			3	,	O		
	d.	Went to a R	RE/MAX office		ū	5.	No	w taking all thir h your RE/MAX	ngs into account, agent?	were you satisfied		
	e.	Phoned abo	out a listing on	the tel	levision 🔾			yes G	-	<u>10</u>		
	f.	Agent was a neighbour	recommended	by frie	end/ 🗅	6.	Wo	_	ur RE/MAX agent	_		
	g.	Saw the age	ent's sign on a	lawn	0			Ans ON	DAVE WYST	<u>↓</u>		
	h.	Internet	0.2.0.	- · · ·	0	7.		uld you recom	X agent to a			
	i.	Other 🔯	PACKTO II		DEFE		TTIG	nd or relative?				
	The	The next series of questions pertain to your overall						**		6		
	satisfaction with your RE/MAX agent.						Wh	When you decided to buy/sell your home, did you				
4.	Ho	How satisfied were you with each of the following?						consider any other real estate company? Yes O'No O ROYAL LERAGE				
		very satisfied (3)	satisfi (2)	_	dissatisfied (1)	e	If YL	ES, please ans	swer question # IO, please skip	9 & #10 on the		
	a.	Your agent's understanding of your spec			our specific			woon. If It	o prease skip	· · π · 1)		
		requirement 3	nts.		0							
	b.	Your agent's	s knowledge of	your _l	particular							
		3	~~.									

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	In selecting RE/ considered, how making your cho	MAX over the compar important were thespice?	nies you se factors in	11. Approximately how many times have you bought or sold real estate in the last 10 years?				
	very important (3)	somewhat important ②	not important (1)					
t c	other agent's compared to comp	knowledge of your neigother agent's knowledge of your neigother agent's knowledge experience in the real cother agent's experience overall integrity, comparity.	chbourhood, ye. chestate business, ce. chestate outher chestate outher chestate outher chestation of chestate outher chestate	12. Are you likely to buy or sell again in the foreseeable future? Yes 2 No 1 13. Do you have any recommendations on how RE/MAX could improve in the future? Please answer the following to help us classify our transactions. 14. Are you a first time buyer? a. 2 yes no Your age: b. 2 under 35 35-49 50-60 60+ 15. Type of Residence: a. Bought: house 2 condo other b. Sold: house 2 condo other				
S	our Name: <u>y</u>	James Chang	ung	Are there any additional comments you have? There are additional comments you have? The chark is an exercise Plant of Any Think the Exercises Any To Mayore!				

Thank you for participating.

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DEAR JIM!!

As we are slowly settling into our new home, we just wanted to thank-you for

Sour generous gift

of time and energy

has meant so much.

Thank you

for all you've done.

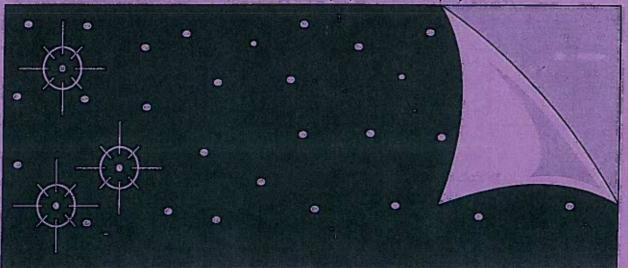
sharing your wealth of knowledge and time! We learned so much ¿ it made our home buying experience a lot smoother. WE LOVE OUR NEW Place!

MIT UMPA SHAFF

LOVE CATHY ! DOMINIC

Marilou Carrillo & Nino Pagliccia

901 East 15th Avenue, Vancouver, BC V5T 282 2 (604) 875-9830 FAX (604)-875-9821

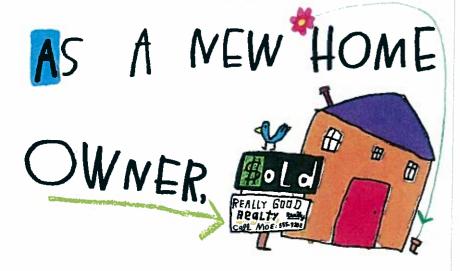


Dear Jim,

We would like to thank you for your patience and calm in the process of selling/buying our house. We can now look back with some humour (really?) and hope and imagine that you can too. We appreciated your fairness and respect in the midst of a very difficult situation

Gratefully,

Mins & Marilon



I THOUGHT YOU'd



It has no closing costs!

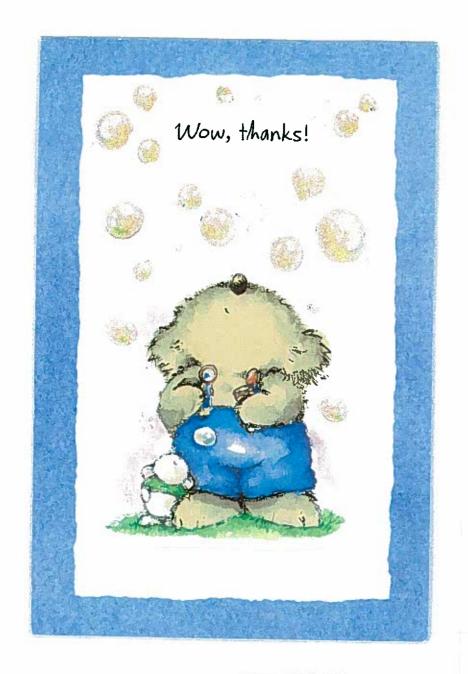
(GO AHEAD! CLOSE IT AS OFTEN

AS YOU LIKE! WON'T COST

YOU A CENT!)

Thank You

Dear Jom, again thank upu for your assistance in selling my fact a apartment. Your chard werk and professionalism was so greatly appreciated. e will refer you to call mig friends call the cleat, Dary



You made mg day!

Sorry we dedn't get to see you the other right. Day Thank you so much for all your help and patience during the purchase of our first homme We love It and could not have done it without you Muchly appreciated!

lar, xim

Loberna



Dear firm

Thank you for she great

plant stands they are burg

well used thank you for

helping us to find this

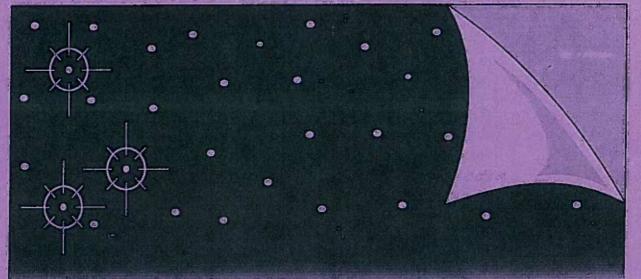
Jabulus house. We love it

thank your

Little Typen + Tom

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Gratefully,

Mins & Marilon

Sant mile Otalian 2655 W. 42 Que. Umcouren . Thank you Dear mr. Davis, We have recently sold on home though Koyal Le Page. Our agent, fin Chang, was recommended to us by the owners of our new We wanted to stake amoment to write and tell you of the excellent service we received from Jim From the initial tellphore Call, when Jim gave us information over the Itelephone exthe purchase of curinew home, we krew the was a true professional.

He was so well prepared and knowledgeable we Had complete Confidence right from the first meeting. With the relaxed and warm perandity be maken the buying/ selling of allone, which can be a very Stressful time, much clasier date we say pleasant !!! In closing, fin really went the extramile yorks. He las great enthusiasm of his work and it really slows and translates. in the Exemplary service de provides.



JIM

Thonks for all your extra work You'll always have our stamp" of approval!

> JAN & MIKE ACTHUR