



RE/MAX Quality Assurance Program



Please complete the following:

1. Please indicate which of the following transactions you completed with your RE/MAX agent?

Sell Buy Both

2. Have you seen or heard any of the RE/MAX advertising?

TV Radio Billboard
 Magazine Balloon Internet
 Other

3. Which of the following best describes how you first made contact with your agent prior to this transaction? (Check one)

- a. Met at an open house
- b. Phoned about a listing in the newspaper
- c. Phoned about a listing
- d. Went to a RE/MAX office
- e. Phoned about a listing on the television
- f. Agent was recommended by friend/ neighbour
- g. Saw the agent's sign on a lawn
- h. Internet
- i. Other *agents' own direct but persuasive + effective approach in sell our house*

The next series of questions pertain to your overall satisfaction with your RE/MAX agent.

4. How satisfied were you with each of the following?

- | | very satisfied (3) | satisfied (2) | dissatisfied (1) |
|--|-------------------------------------|--------------------------|--------------------------|
| a. Your agent's understanding of your specific requirements. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Your agent's knowledge of your particular neighbourhood. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- | | very satisfied (3) | satisfied (2) | dissatisfied (1) |
|--|-------------------------------------|--------------------------|--------------------------|
| c. The professionalism displayed by your agent. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. How strongly you felt your agent was looking out for your best interests. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. The overall integrity of your agent. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Your agent's understanding of your financial or mortgage requirements. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. The negotiating skills displayed by your agent in getting you the best results. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. The ongoing feedback you received from your agent. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. Now taking all things into account, were you satisfied with your RE/MAX agent?

yes no

6. Would you use your RE/MAX agent again?

yes *only if they hire Jim Chang* no

7. Would you recommend your RE/MAX agent to a friend or relative?

yes no

8. When you decided to buy/sell your home, did you consider any other real estate company?

Yes No *yes, we didn't want to deal with any more real estate companies*

(If YES, please answer question #9 & #10 on the back. If NO, please skip to #11)



9. In selecting RE/MAX over the companies you considered, how important were these factors in making your choice?

very important (3) somewhat important (2) not important (1)

- | | | | |
|---|-------------------------------------|--------------------------|--------------------------|
| a. Your agent's listing presentation, compared with other agent's presentation. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| b. Your agent's knowledge of your neighbourhood, compared to other agent's knowledge. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Your agent's experience in the real estate business, compared to other agent's experience. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Your agent's overall integrity, compared to other agent's integrity. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. RE/MAX reputation, compared to the reputation of other companies. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. The size of the RE/MAX network, compared to the other companies networks. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

10. Other reasons for choosing RE/MAX: me

didnt chose Remax - Our agent did when he chose to leave Royal LePage + join your company.

11. Approximately how many times have you bought or sold real estate in the last 10 years?

2x

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?

Hire more associates/ agents like Jim Chang. He's the best! We would like to recommend him to anyone.

Please answer the following to help us classify our transactions.

14. Are you a first time buyer?

a. yes no

Your age:

b. under 35 35-49 50-60 60+

15. Type of Residence:

a. Bought: house condo other

b. Sold: house condo other *T/H*

Office Name: RE/MAX

Are there any additional comments you have?

Sales Associate: Jim Chang

Your Name: Marcel and Cecilia Dionne

Your City: Surrey

Thank you for participating.

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



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Please complete the following:

- Please indicate which of the following transactions you completed with your RE/MAX agent?
 - Sell
 - Buy
 - Both
- Have you seen or heard any of the RE/MAX advertising?
 - TV
 - Radio
 - Billboard
 - Magazine
 - Balloon
 - Internet
 - Other
- Which of the following **best** describes how you first made contact with your agent prior to this transaction? (Check one)
 - a. Met at an open house
 - b. Phoned about a listing in the newspaper
 - c. Phoned about a listing
 - d. Went to a RE/MAX office
 - e. Phoned about a listing on the television
 - f. Agent was recommended by friend/ neighbour
 - g. Saw the agent's sign on a lawn
 - h. Internet
 - i. Other BUSINESS ASSOCIATE

The next series of questions pertain to your overall satisfaction with your RE/MAX agent.

- How satisfied were you with each of the following?

	very satisfied (3)	satisfied (2)	dissatisfied (1)
a. Your agent's understanding of your specific requirements.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Your agent's knowledge of your particular neighbourhood.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- | | very satisfied (3) | satisfied (2) | dissatisfied (1) |
|--|-------------------------------------|--------------------------|--------------------------|
| c. The professionalism displayed by your agent. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. How strongly you felt your agent was looking out for your best interests. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. The overall integrity of your agent. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Your agent's understanding of your financial or mortgage requirements. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. The negotiating skills displayed by your agent in getting you the best results. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| h. The ongoing feedback you received from your agent. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
- Now taking all things into account, were you satisfied with your RE/MAX agent?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
 - Would you use your RE/MAX agent again?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
 - Would you recommend your RE/MAX agent to a friend or relative?

<input checked="" type="checkbox"/> YES	<input type="checkbox"/> NO
---	-----------------------------
 - When you decided to buy/sell your home, did you consider any other real estate company?

Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>
------------------------------	--

(If YES, please answer question #9 & #10 on the back. If NO, please skip to #11)



- In selecting RE/MAX over the companies you considered, how important were these factors in making your choice?

very important (3)	somewhat important (2)	not important (1)
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
- Other reasons for choosing RE/MAX: _____

11. Approximately how many times have you bought or sold real estate in the last 10 years?
THREE

- Are you likely to buy or sell again in the foreseeable future?

Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
---	-----------------------------
- Do you have any recommendations on how RE/MAX could improve in the future?

Please answer the following to help us classify our transactions.

- Are you a first time buyer?

a. <input type="checkbox"/> yes	<input checked="" type="checkbox"/> no
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 Your age:

b. <input type="checkbox"/> under 35	<input checked="" type="checkbox"/> 35-49	<input type="checkbox"/> 50-60	<input type="checkbox"/> 60+
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- Type of Residence:

a. Bought: <input checked="" type="checkbox"/> house	<input type="checkbox"/> condo	<input type="checkbox"/> other
b. Sold: <input type="checkbox"/> house	<input checked="" type="checkbox"/> condo	<input type="checkbox"/> other

Office Name: RE/MAX
 Sales Associate: James Chang
 Your Name: H. Lecker & Jay Fraser
 Your City: North Vancouver

Are there any additional comments you have?
YOU ARE VERY FORTUNATE TO HAVE JIM REPRESENT RE/MAX.

Thank you for participating. Please return this questionnaire in the enclosed prepaid envelope at your earliest convenience.



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d. Went to a RE/MAX office
e. Phoned about a listing on the television
f. Agent was recommended by friend/ neighbour
g. Saw the agent's sign on a lawn
h. Internet
i. Other PREVIOUSLY WORKED IN INDUSTRY

The next series of questions pertain to your overall satisfaction with your RE/MAX agent.

4. How satisfied were you with each of the following?

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| h. The ongoing feedback you received from your agent. | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. Now taking all things into account, were you satisfied with your RE/MAX agent?

- YES NO

6. Would you use your RE/MAX agent again?

- YES NO
ONLY JIMMY CHANG OR DAVE WAST

7. Would you recommend your RE/MAX agent to a friend or relative?

- YES NO

8. When you decided to buy/sell your home, did you consider any other real estate company?

- Yes No ROYAL LEPAGE

(If YES, please answer question #9 & #10 on the back. If NO, please skip to #11)



9. In selecting RE/MAX over the companies you considered, how important were these factors in making your choice?

very important (3) somewhat important (2) not important (1)

- a. Your agent's listing presentation, compared with other agent's presentation.
- b. Your agent's knowledge of your neighbourhood, compared to other agent's knowledge.
- c. Your agent's experience in the real estate business, compared to other agent's experience.
- d. Your agent's overall integrity, compared to other agent's integrity.
- e. RE/MAX reputation, compared to the reputation of other companies.
- f. The size of the RE/MAX network, compared to the other companies networks.

10. Other reasons for choosing RE/MAX: _____

11. Approximately how many times have you bought or sold real estate in the last 10 years?

2

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?

Please answer the following to help us classify our transactions.

14. Are you a first time buyer?

- a. yes no

Your age:

- b. under 35 35-49 50-60 60+

15. Type of Residence:

- a. Bought: house condo other
b. Sold: house condo other

Office Name: RE/MAX

Sales Associate: James Chang

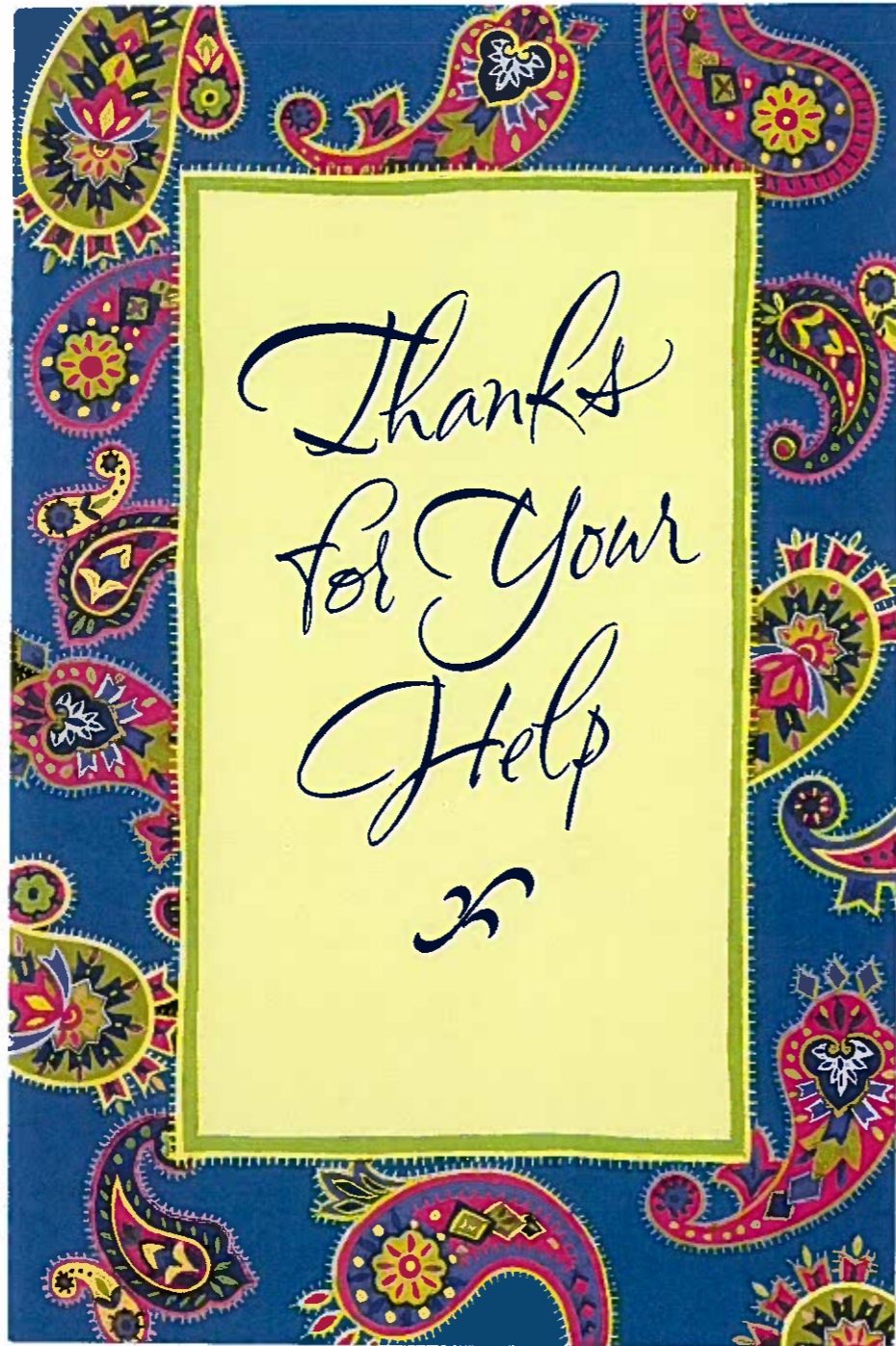
Your Name: Y. Hehn & J. Yeung

Your City: Burnaby

Are there any additional comments you have?

I WOULD JUST LIKE TO SAY
JIM CHANG IS AN EXCELLENT
REALTOR AND I HIGHLY RECOMMEND
HIM TO ANYONE!

Thank you for participating.
Please return this questionnaire in the enclosed prepaid envelope at your earliest convenience.



DEAR JIM !! ☺

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

Your generous gift

of time and energy

has meant so much.

Thank you

for all you've done.

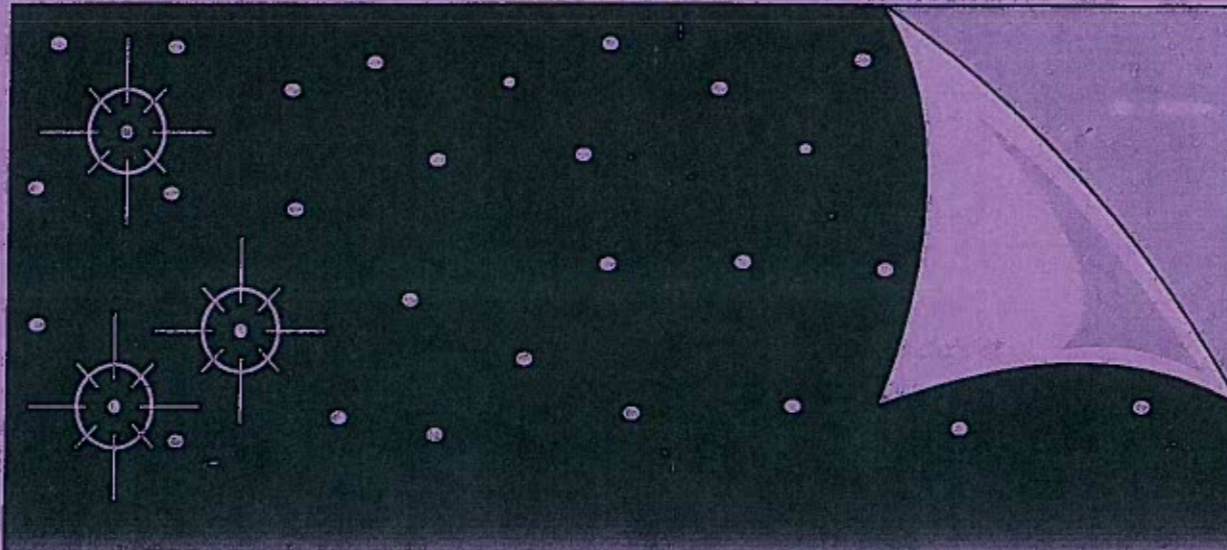
Sharing your wealth of knowledge
and time! we learned so much
; it made our home buying
experience a lot smoother.
WE LOVE our new place!

THANKS AGAIN JIM

LOVE CATHY & DOMINIC

Marilou Carrillo & Nino Pagliccia

901 East 15th Avenue, Vancouver, BC V5T 2S2 ☎ (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,

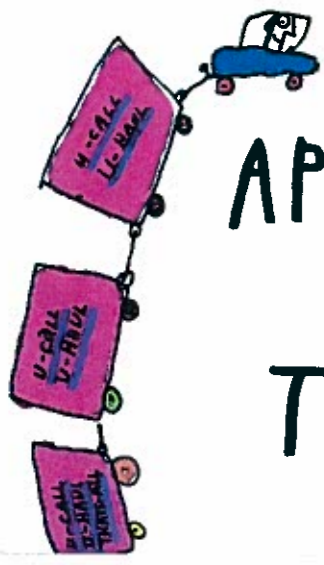
Nino + Marilou

AS A NEW HOME

OWNER,



I THOUGHT YOU'D



← APPRECIATE

THIS CARD.

mes

Dear Jim:
To the best realtor
in town! (While he is
always found in the gym.)
With appreciation in
your help in "selling and buying"
But most of all thanks for
your friendship!

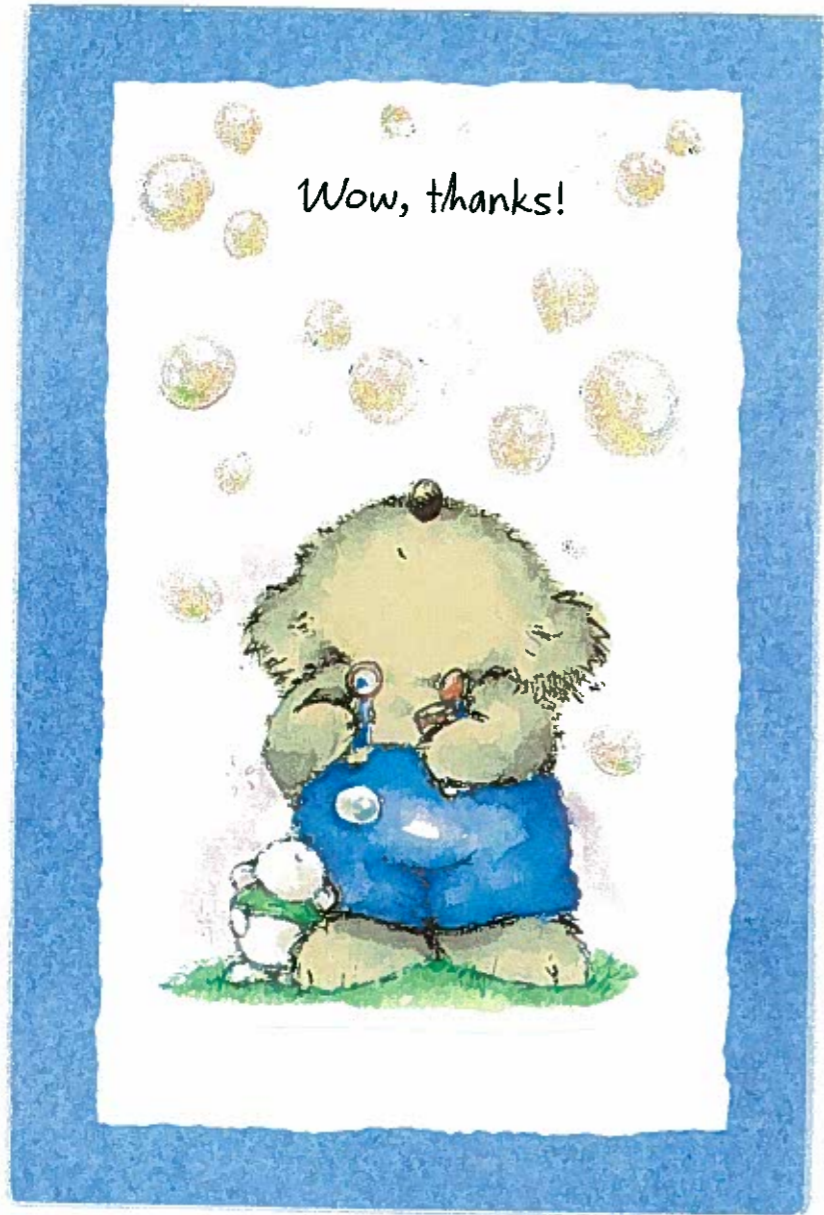
Happy Selling, yours
Welyn, Will
Meghan + Aaron

It has no closing costs!
(GO AHEAD! CLOSE IT AS OFTEN
AS YOU LIKE! WON'T COST
YOU A CENT!)

Thank
You

Dear Jim,

Again thank you
for your assistance
in selling my Dad's
apartment. Your
hard work and
professionalism was
so greatly appreciated.
I will refer you
to all my friends
call the best, Larry



You made ^{our!} my day!



Jim,

Sorry we didn't get to see you the other night.

I just wanted to say thank you so much for all your help and patience during the purchase of our first home. We love it and could not have done it without you.

Muchly Appreciated!

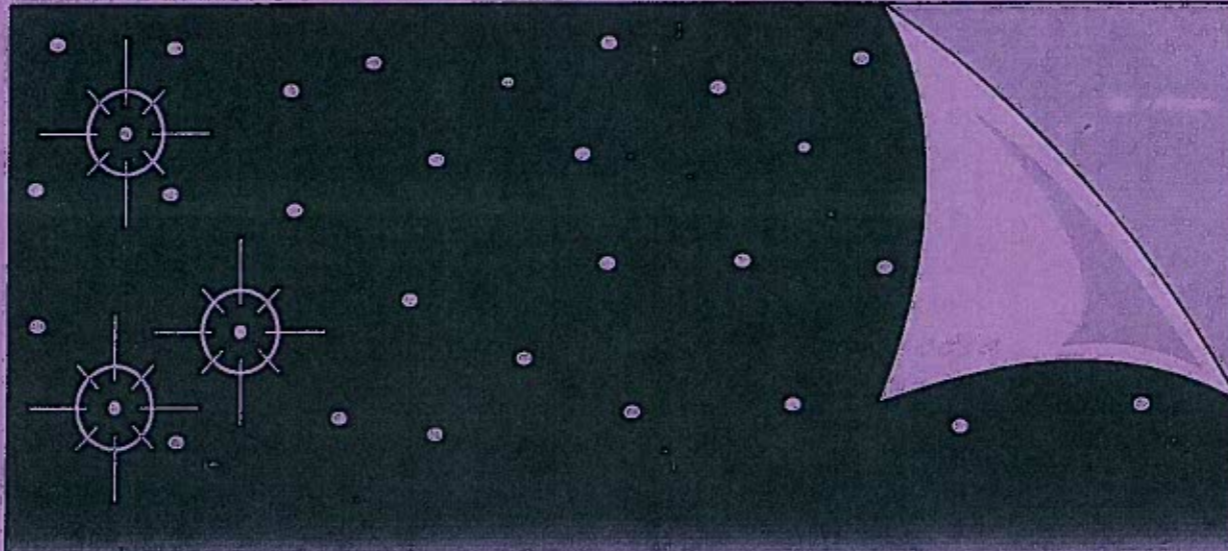
Jan, Jim
Lobina



Dear Jim
Thank you for the great
plant stands. They are being
well used. Thank you for
helping us to find this
fabulous house. We love it.
Thank you
Lisa Tyson & Tom

Marilou Carrillo & Nino Pagliccia

901 East 15th Avenue, Vancouver, BC V5T 2S2 ☎ (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,

Nino & Marilou

Jan & Mike Arthur
2655 W. 42 Ave.
Vancouver

Thank You

Dear Mr. Davis,

We have recently sold our home through Royal LePage. Our agent, Jim Chang, was recommended to us by the owners of our new home.

We wanted to take a moment to write and tell you of the excellent service we received from Jim.

From the initial telephone call, when Jim gave us information over the telephone of the purchase of our new home, we knew he was a true professional.

He was so well prepared and knowledgeable we had complete confidence right from the first meeting. With his relaxed and warm personality he makes the buying/selling of a home, which can be a very stressful time, much easier - dare we say pleasant!!!

In closing, Jim really went the extra mile for us. He has great enthusiasm for his work and it really shows and translates in the exemplary service he provides.

Sincerely
Jan and Mike
Arthur



JIM

Thanks for all your
extra work you'll
always have our "stamp"
of approval!

JAN + MIKE
ARTHUR