



PORTFOLIO PERFORMANCE SATISFACTION SURVEY

1. Mike was a good guest, polite, punctual, professional and respectful of the time of the staff.

Poor (1)	(2)	(3)	(4)	Average (5)	(6)	(7)	(8)	(9)	Excellent (10)
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X

Comment: Mike did a great job at quickly acclimating himself to everyone's position and rolls

2. He was a good listener and asked the "right" questions.

Poor (1)	(2)	(3)	(4)	Average (5)	(6)	(7)	(8)	(9)	Excellent (10)
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X

Comment:

3. He understood the business needs.

Poor (1)	(2)	(3)	(4)	Average (5)	(6)	(7)	(8)	(9)	Excellent (10)
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X

Comment: Mike is very much in tune with the needs of the lending business today

4. He demonstrated expertise and a genuine commitment in the area(s) of focus.

Poor (1)	(2)	(3)	(4)	Average (5)	(6)	(7)	(8)	(9)	Excellent (10)
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X

Comment: I was impressed by his willingness to "stay involved"

5. He established actionable, well-thought-out solutions and plans.

Poor (1)	(2)	(3)	(4)	Average (5)	(6)	(7)	(8)	(9)	Excellent (10)
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X

Comment:

6. He provided timely support "after" the consultancy.

Poor (1)	(2)	(3)	(4)	Average (5)	(6)	(7)	(8)	(9)	Excellent (10)
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X

Comment: Yes, he has done everything he said he would do

7. The consultancy was a good value for my investment.

Poor (1)	(2)	(3)	(4)	Average (5)	(6)	(7)	(8)	(9)	Excellent (10)
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X

Comment:

8. Likelihood of recommending Mike to colleagues.

Poor (1)	(2)	(3)	(4)	Average (5)	(6)	(7)	(8)	(9)	Excellent (10)
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Comment: already did!

9. Additional Comments:

We are pleased with our decision to hire Portfolio Performance. We will continue this relationship

10. Information:

Name: - Steve Brady

Title: - President

Company: - Community Savings Bank

Asset Size - 325 Million

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