

29 November 2013

Daniel Vella  
13 Carr Street  
Coburg North VIC 3058

Dear Daniel,

**RE: CLIENT SATISFACTION SURVEY - PROMOTER AWARD**

At Loan Market we're all about celebrating our brokers who do a great job. That's why we wanted to say congratulations on receiving a Promoter rating from one or more of your clients.

Promoters are happy clients, loyal enthusiasts who will keep buying and refer others, fuelling growth. They rate you 9 or 10 out of 10 in the Client Satisfaction Survey.

It is a great credit to how you are conducting your business and a direct reflection of the value you bring to your clients.

You can use the attached certificate(s) to demonstrate the quality of your service.

You may also wish to contact your client(s) to thank them for participating in the survey and ask them for the names of family or friends they may be happy to refer to you.

Well done again. Thank you for continuing to live and demonstrate the values of our company to your clients.

Yours faithfully



**Sam White**  
Executive Chairman

*Well done Daniel. Hope you have a great 2014*



# CLIENT SATISFACTION SURVEY

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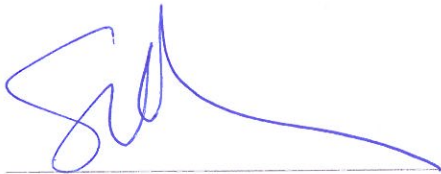
## *Promoter certificate*

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Congratulations

**Daniel Vella**

In recognition of receiving a promoter rating from  
vince zito  
a very happy client who would use your services again and refer others.



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**Sam White**  
Executive Chairman

November 2013

