

Prosperity Partners, Inc. - Customer Service Questionnaire

This survey should take approx. 6 minutes to complete. Your participation is vital to our efforts in improving customer service and incentives. We request that you take this survey online at <http://www.ppicash.com> if you have Internet access.

[1] What is your name and address:

Company Name: _____

Your Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone No.: _____ Fax No.: _____

Email Address: _____

[2] How long have you been a consultant in the cash flow industry?

Less than 1 year

1 to 3 years

3 to 5 years

More than 5 years

[3] What types of products do you specialize in? (Check all that apply)

Commercial Leases

Factoring

Life Settlements/Viaticals

Lottery

Pre-Settlements

Mortgages

Structured Settlements

Royalties

Other, please list:

[4] What most influenced your decision to join the cash flow industry? (Check all that apply)

Work from Home

Be Own Boss

Part-Time Income

Financially Independent

Other _____

[5] What are the top two defining factors for choosing your primary funding source?

Communication
Knowledge/Experience
Consultant Incentives

Honesty/Integrity
Best Price Available

Timeframe to closing
Customer Service

[6] On a scale of 1-10, please rank Prosperity Partners on the following:

Communication _____
Honesty/Integrity _____
Timeframe to closing _____
Knowledge/Experience _____
Best Price Available _____
Customer Service _____
Consultant Incentives _____

Suggestions: _____

[7] What company do you use as your primary funding source(s) for structured settlements, lotteries, annuities?

[8] In the last 12 months, how many requests have you made for quotes?

1-6 7-12 13-24 25+

[9] In the last 12 months, how many transactions have you closed?

1-6 7-12 13-24 25+

[10] What are the three main sources you use to obtain leads?

1. _____

2. _____

3. _____

4. Additional sources: _____

[11] Which has more value to you:

Being recognized as a top consultant in the industry A four night Caribbean cruise

[12] List 5 incentives you have seen or would like to see from a funding source.

1. _____
2. _____
3. _____
4. _____
5. _____

[13] Would you like to obtain a new consultant package detailing advertising techniques and information on our consultant programs?

Yes No

Again, thank you for taking the time to fill out this customer survey. Your participation is vital to our efforts in improving customer service and incentives. If you have any other comments or questions, please contact a consultant representative at **1-800-938-6400**.

At Prosperity Partners, you are our most valuable player.