



22 August 2007

Dear Damien,

I've now been in the new house for three months and having looked back on my first experience as a home owner, I really need to thank you!

Firstly, thank you for making the loan application procedure so easy. Your advice and your direction were invaluable. With so many options to choose from you directed me to the right lending institution and then ensured that they approved my loan.

I must also thank you for your general advice. I had no idea what was involved in buying a home and you answered so many of my questions. In all honesty, your advice was better than that I received from my lawyers and I was paying them to provide it.

In closing thank you once again for making the purchase of my new home such a stress-free experience. I would definitely recommend you to anyone needing financial guidance in the future

Best regards,

A handwritten signature in blue ink, appearing to read "Gail Mitchell", is positioned above the typed name. The signature is written in a cursive style.

Gail Mitchell  
Vice President  
Hasbro Properties Group Asia - Pacific

**To Whom It May Concern:**

I purchased my first property with Damien Zanin as my mortgage broker. Damien has been great with his service, particularly in the fact that he has been very prompt and has always been easily contactable. He has shown great professionalism in his dealings with me, and has delivered as and when demanded of him.

Overall I have been pleased with his service and would not hesitate to recommend him to others as a good mortgage broker.



Vineet Koshy  
01/09/08  
(02) 6255-4704

## Damien Zanin

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**Sent:** Wednesday, 29 October 2008 9:13 AM  
**To:** DamienZ@LendingByReferral.com.au  
**Subject:** How Was Your Flight Feedback Form

Name: Sean O'Gorman

Timeliness Of Return Phone Calls: 4

Problems Were Handled: 4

Communication With You: 4

Level Of Knowledge: 4

Attention Given To Your Special Needs: 3 Your Overall Impression Of My Service: 4 Do You Feel I Explained The Borrowing Process Effectively To You: yes Do You Feel I Ve Helped You Clarify Your Financial Goals: yes Will You Feel Comfortable Introducing My Service To The People You Care About: yes If Yes Whos The Next Person Who May Need Help In The Next Three To Six Months:

What Was Your Overall Impression Of The Way I Work: Excellent What Were Some Of The Major Benefits You Received As A Result Of Working With Me: The major benefit was a sense having someone to talk to about issues who had been through the process before, also having someone who was contactable and able to sort out any issues that arose.

How Could I Have Improved My Service To You:

How Did You Find My Updating System: good How Would You Describe My Service To Your Friends Family Members Or Co Workers: Reliable and effective.

Submit: Submit

25th November 2008.

Recently I used the services of Damien Zanin. From day one of meeting Damien explained and advised until I clearly understood what was needed and the process to getting what I wanted, with the best loan rates available.

I found Damien easy to contact as well as Damien regularly contacting me with any progress. This certainly made me feel at ease.

As my situation changed midway through my search for a house, Damien was quick to respond, reorganize my application and ensure I still met my deadline.

The end result was that I got my place with stress free and comfortable attitude. I would certainly recommend Damien and would have no hesitation in using his services again.

Best Regards

Frank Panetta



## Damien Zanin

**From:** Marketing@afgonline.com.au  
**Sent:** Thursday, 6 August 2009 10:18 PM  
**To:** dzanin@afinance.com.au  
**Cc:** Marketing@afgonline.com.au  
**Subject:** AFG Customer Survey - Mr Hartono Irawan

Damien Zanin,

You have received the following customer survey from the AFG SMART Green Campaign.

----- Contact Details -•

FLEX Customer Contact ID: 1-71QQNR

Contact Name: Mr Hartono Irawan

Contact Email: [irahl66@optusnet.com.au](mailto:irahl66@optusnet.com.au)

Contact Address: 18 Warwick Street STANMORE 2048 NSW

Contact Details: Mob: 0410-608-228 Home: +610296483198 Work: +610281213628

Q1. Overall, how satisfied were you with our services? Satisfied

Q2. On a scale of 1 to 10 (1 being poor, 10 being exceptional), how would you rank your overall experience with us? 8 Q3.

What did you like the most about us? The prompt response and help that is offered by our mortgage broker Q4. What could we have done to improve your overall experience?

Q5 Please rate us on each of the following:  
Understanding of your needs - Good Knowledge  
and explanation of products - Good Courtesy  
and friendliness - Good Our Communication -  
Good Quality - Good

Q6 Did we keep you informed during the application and approval process? Yes Q7

How likely are you to recommend our services to others? 8 Q8 How likely are you to use our services again? Probably would

Q9 How did you hear about me?  
Friends/Family = Y

Q10 Do you know anyone else, family or friends who could benefit from my services? No Gift

Type: Hoyts Movie Tickets

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