

## Craig Pope Mortgages



### ELECTRA BUSINESS AWARDS 2017 Customer Choice Entrant Feedback

#### Important notes:

The finalists and winners of the Customer Choice awards were determined solely by voting via the Business Kapiti Horowhenua Inc website ([www.bkh.org.nz](http://www.bkh.org.nz)) during the period voting was open. Rules for voting were listed on the website. Votes cast were analysed using a formula. The contents of this formula will not be disclosed beyond the Awards Assessors and Judges.

This report is intended to provide you with some feedback on the voting. How you use it is up to you and BKH Inc bears no responsibility for any actions you may or may not take as a result. We always advise that appropriate consideration is given, and advice obtained.

If you wish to obtain more feedback about your business/organisation, please enter the Excellence Awards in the future.

#### Average scores (out of 10 with 1 being 'really bad' to 10 'truly outstanding')

How likely they would recommend your business to a friend or colleague: 9.8

The staff: 9.6

Ambience of store: 9.5

Overall experience: 9.6

#### Age Friendly results:

Feeling welcomed as a valued older person: 8.2

Catering for my physical needs & comfort: 9.6

#### Voters Comments

Attached is a list of most of the comments made by voters when voting for you. This may not be all the comments received, as we have removed any comments which potentially compromised the identity of the voter. Please also note that the comments question was optional to complete.

- I reside in Auckland (used to reside in Wellington) which is how I encountered CPM - this was back in 2011. Having lived in Auckland since 2012 when I moved here, Craig and the team helped my husband and I purchase our first new home. This was from having only met him in person once, all communications through phone and email and even when we were in Auckland looking for houses. This kind of service is rare hence my reasons for rating CPM very highly.
- 10 out of 10. Excellent.

- I wish all businesses were as customer friendly as Craig Pope Mortgages, nothing is too much trouble.
- Craig Pope is all about the person he deals with and not to feed his back pocket. He is kind, caring, reliable, understanding and extremely patient. He is a miracle worker and he will have my support until my last breath.
- Craig is one of the best in the business - highly recommend to anyone looking at Mortgage options.
- Craig changed our lives for the better. Brilliant!!!
- Amazing service and staff. Fast and efficient. We are so happy to have found Craig Pope.
- Helped me to understand the business of mortgage financing.
- Easy business to deal with.
- Craig is an awesome guy and is truly looking for the best deal for his clients, thank you.
- My wife and I have always found Craig and the team great to work with and they always go the extra mile in an effort to make things happen when required.
- Lovely service.
- Nothing is an issue and always fast to respond. They do regular updates to ensure we do not think we are forgotten.
- Craig is on-the-ball and treats all of his customers with confidence and respect.
- Craig has made it easy when re-mortgaging, he's really on to it and everything goes smoothly. I highly recommend Craig Pope for Mortgage and Insurance business.
- Craig pope made it possible to purchase our home where others couldn't help.
- Craig seems to have time for me and gives me very helpful, in fact I would say invaluable advice.
- Craig was so helpful in helping me get a mortgage on my first house. He provided lots of good advice, put a lot of work in (I made several offers), and was always available.
- Excellent service, helpful in all the times we have used Craig Pope.
- I have been dealing with this business for 7 years now and they have never let me down.
- Craig and his team make the awful business of finance truly bearable. They provide honest feedback and make it a personal experience. Thanks team!

- Best Service Ever. Sooooo quick at replying to emails (like 60 seconds quick), and made buying a house such a breeze. And always so easy to organise mortgage re-fixes with them. Craig Pope changed our lives, we are so appreciative.
- Craig was a godsend when buying my house. It was the only non-stressful part of the whole process. He was so friendly and helpful and always available and professional. Great service.
- Craig and his team are so approachable and always go that extra mile.
- Craig is an expert in his field and very approachable and helpful.
- Craig pope Mortgages is truly a one of a kind business they are always there to help and their service is second to none I have personally recommended this company on at least 20 occasions to many friends and friends of friends they have all had exceptional service as well.
- Yes, they pulled out all the stops so that we could buy our first house in NZ and so that we wouldn't lose it to another buyer. We are very grateful and would recommend them to anyone who needed a mortgage and we will continue to use their services. Good luck guys!
- Craig and his team has been really professional right throughout our house buying experience. He has taken a lot of stress off of us. And is willing to go the extra mile to help.
- Very professional, friendly and approachable - highly recommended.
- They've well and truly met our expectations and completed everything we've asked in an efficient and timely manner. Definitely recommend them to others.
- Fast efficient and responsive service. Would recommend to everyone.
- Just a great business easy to work with.
- I would recommend Craig Pope Mortgages to any person looking to buy or build a house - very helpful and efficient. Offered us excellent service.
- Craig Pope Mortgages helped my partner and I into our first home, they worked hard to get us a result and we couldn't be happier with their support!
- Supper helpful. Got everything sorted for me really fast.
- Very efficient and helpful and has done a great job for me many times with my mortgage.
- I found Craig to be very helpful, keeping me up to date with what was happening, really happy with him. Thanks.
- Craig Pope has been amazing throughout our venture to gaining pre-approval to buy our first home. He's always willing to answer my questions (i have a lot) and responds extremely promptly. Very professional and knowledgeable. He goes over and above. Couldn't recommend a better mortgage broker. 100% WOULD recommend!

- Craig Pope is on his game. Attention to detail. Answers my emails very promptly. Very happy with his service.
- I recommend them to everyone!!
- Craig made buying our first home so much easier than doing it on our own. We had started out doing all the work ourselves and were struggling through with the bank and dealing with the whole house hunting process. When we found Craig he came to our house at a time that suited our busy lifestyles and helped to set us through the buying process and could explain and answer all our questions that we were struggling with. He went to the banks and was able to get access to an additional \$30k and lower interest rates. We were blown away at his professionalism and how easy he made the process. He was contactable at any time (even at 10pm at night when we were looking at houses online and had questions). He was able to help sort out our kiwi saver to use for our deposit and it all seemed so easy when on our own it seemed unreachable. Craig explained a good way to set up our mortgages and how to spread out the risk. He put a plan together for us to work towards over the years and some key milestones to aim to achieve all to help pay our debt off faster. It was really great he came along to help us as we would have never been able to get in our current position without him. Craig has kept in touch and we are almost 1 year in and he will be renegotiating our mortgages coming of fixed rates etc. It has been such a good ride.
- The process of buying a house was made very easy by Craig Pop Mortgages, every question was answered, quick responses and help whenever we needed it!
- I've been dealing with this company for 4 years, and have always found them to be caring, helpful and they go the extra mile to help the customer. I would highly recommend them to anyone.
- Totally professional. That means they gain my trust and confidence immediately through great knowledge, experience, empathy and interpersonal skills.
- Craig and his team went above and beyond to help us into our first home. Great communication and very knowledgeable!
- Craig has been really helpful and helped us buy our first home which we never would have been able to navigate without his expertise
- Really friendly and helpful staff.
- Have used Craig Pope services three times now and they have been amazing. Great team, every person I have dealt with have been friendly, helpful and knowledgeable.