## Employee Engagement and Satisfaction Survey

Fill in each circle completely using a DARK BLUE or BLACK PEN, not a pencil. Do not use "x" or "/" marks. To ensure your anonymity, mail your completed survey in the postage-paid envelope provided. Upon receipt of your survey, your answers and comments will be added to those of your fellow workers and summarized as a group. The number in the right hand corner of this document is for data processing only and cannot be tracked to any individual's survey responses. If you have any questions or comments contact Best Companies Group at support@bestcompaniesgroup.com.

		Disagree Somewhat		Agree Somewhat	Agree Strongly	Not Applicable
1. Overall, I am very satisfied with my employer	O	O	O	O	0	O
How do you feel about each of the following specific matters?	(Fill in a	single respo	nse for ea	ach stateme	nt below)	
2. This organization's leadership:		Disagree Somewhat		Agree Somewhat	Agree Strongly	Not Applicable
I understand the long-term strategy of this organization	O	O	O	O	O	O
The leaders of this organization care about their employees' well being	O	<b>O</b>	O	O	o	O
Senior leaders live the core values of the organization  The leaders of this organization are open to input from employee	Os	O	O	O	O	O
3. The organization's corporate culture and communications						
				Agree Somewhat		Not Applicable
This organization's corporate communications are frequent enough	gh <b>O</b>	O	O	O	O	C
This organization's corporate communications are detailed enough	,h O d	O	O	O	<b>O</b>	C
This organization effectively communicates its progress towards						
meeting departmental goals	<b>O</b>	O	O	<b>O</b>	<b>O</b>	C
I have a good understanding of how this organization						
is doing financially	O	O	O	O	O	······
I can trust what this organization tells me						
This organization treats me like a person, not a number	O	O	O	O	O	······
This organization gives me enough recognition for work						
that is well done						
Staffing levels are adequate to provide quality products/services						
Quality is a top priority with this organization	Q	<u>o</u>	<b>O</b>	<u>o</u>	<b>O</b>	<b>o</b>
Safety is a top priority with this organization	O	<u>o</u>	O	<u>o</u>	O	<b>o</b>
I believe there is a spirit of cooperation within this organization						
My employer enables a culture of diversity						
This organization makes a strong effort to minimize discrimination	on <b>O</b>	O	O	O	O	······
I like the people I work with at this organization	Q	<b>9</b>	<b>O</b>	🧿	•	<b>O</b>
At this organization, employees have fun at work	O	O	O	O	O	······
I feel I can express my honest opinions without fear of negative		$\circ$	$\circ$		$\sim$	$\circ$
consequences.		<b>J</b>	<b>J</b>	•	•	
Changes that may affect me are communicated to me prior	$\bigcirc$	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$

	Strongly	Somewhat	<u>Neutral</u>	Somewhat	Strongly	<u>Applicable</u>
I like the type of work that I do	O	O	<b>O</b>	<b>O</b>	<b>O</b>	O
I am given enough authority to make decisions I need to make						
I believe my job is secure						
Deadlines at this organization are realistic						
I feel I am valued in this organization.	O	<b>O</b>	O	O	O	O
I feel part of a team working toward a shared goal	O	O	O	O	O	O
I am able to maintain a reasonable balance between work and						
my personal life	O	O	O	O	<b>O</b>	O
My job makes good use of my skills and abilities						
I have a clear understanding of my job role	<b>O</b>	O	O	O	O	O
I understand the importance of my role to the success of						
the organization	<b>O</b>	<b>o</b>	O	O	<b>O</b>	O
Most days, I feel I have made progress at work	O	O	O	O	O	O
5. Your work environment:				Agree		
				Somewhat		
My physical working conditions are good	O	O	O	O	O	······
My general work area is adequately heated/cooled	<b>O</b>	O	<b>O</b>	O	<b>O</b>	C
There is adequate noise control to allow me to focus on my work.	<b>O</b>	O	<b>O</b>	O	<b>O</b>	······
My workspace has adequate privacy for me to do my job	<b>O</b>	O	<b>O</b>	O	O	O
I feel physically safe in my work environment	C	O	<b>O</b>	<b>O</b>	<b>C</b>	C
6. Your relationship with your immediate supervisor:						
	Strongly	Somewhat	<u>Neutral</u>	<b>Somewhat</b>	Strongly	<u>Applicable</u>
My supervisor treats me fairly	O	O	O	O	O	O
My supervisor treats me with respect	<b>O</b>	O	O	O	O	O
My supervisor handles my work-related issues satisfactorily	<b>O</b>	O	O	O	O	O
My supervisor handles my personal issues satisfactorily						
My supervisor acknowledges when I do my work well						
My supervisor tells me when my work needs improvement						
My supervisor is open to hearing my opinion or feedback						
My supervisor wants me to develop to my fullest potential						
I feel I can trust what my supervisor tells me	Q	Q	🔾	Q	🔾	Q
2 1001 1 0uil trust (rime ing swpol riss) to is in						
7. Training, development and resources:	Disagree	Disagree		Agree	Agree	Not
	Strongly	Somewhat	Neutral	Somewhat	Strongly	<u>Applicable</u>
This organization provided as much initial training as I needed	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$	0
This organization provided as much initial training as I needd  This organization provides as much ongoing training as I need	<b>o</b>	······				
This organization provides as interioring training as Fried  This organization provides the technology, equipment and			•			
resources I need to do my job well	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$
The computer or other hardware I use to do my job is dependable						
The software and program applications I use to do my job is dependable.		······	•		•	
adequateadequate	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$	$\circ$
Technology issues are resolved in a timely manner	<b>J</b>	······	<b>9</b>		9	
	9	······	<b>J</b>		•	
Technology issues affecting my work are communicated to me in a timely manner	$\circ$	$\bigcirc$	$\bigcirc$	$\circ$	$\circ$	$\bigcirc$
	<b>J</b>	J	<b>J</b>	<b>J</b>	•	
This organization helps me pursue a career path that aligns with my skills and interests	$\circ$	$\circ$	$\sim$	$\circ$	$\circ$	$\circ$
With the Skills and interests	<b>J</b>	J	<b>J</b>	J	•	
This organization encourages me to develop professionally and/or acquire new skills	$\bigcirc$	$\circ$	$\bigcirc$	$\circ$	$\circ$	$\circ$
acquire new skills						

8.	Pay and Benefits:		Disagree Somewhat		Agree Somewhat	Agree Strongly	
My	pay is fair for the work I perform	O	C	<b>o</b>	O	<b>C</b>	C
Ove	erall, I'm satisfied with this organization's benefits package	O	O	O	O	<b>O</b>	C
Spe	ecifically, I'm satisfied with the:						
Am	ount of vacation (or Paid Time Off)	O	<b>C</b>	<b>O</b>	O	<b>C</b>	C
Sic	k leave policy	O	C	O	O	O	C
Am	ount of healthcare paid for	O	O	<b>o</b>	O	<b>O</b>	C
Der	ntal benefits	O	C	<b>O</b>	O	<b>C</b>	C
Vis	ion care benefits	O	O	<b>O</b>	O	<b>O</b>	C
Ret	irement plan benefits	O	<b>O</b>	<b>o</b>	O	<b>O</b>	C
Life	e insurance benefits	O	O	<b>O</b>	O	<b>O</b>	C
Dis	ability benefits	O	<b>O</b>	<b>o</b>	O	<b>O</b>	C
Tui	tion reimbursement benefits	C	C	<b>O</b>	O	<b>C</b>	C
9.	Overall feelings about your employment experience:				Agree Somewhat		Not Applicable
Mo	st days, I look forward to going to work	O	O	<b>O</b>	O	<b>O</b>	C
My	job provides me with a sense of meaning and purposen proud to work for this organization	Q	Q	<u>C</u>	<u>o</u>	<u>o</u>	O
Ian	n proud to work for this organizationel this organization has created an environment	O	O	O	O	O	O
1 16	where I can do my best work	O	Q	<b>O</b>	O	O	O
I an	n willing to give extra effort to help this organization succeed	O	<b>O</b>	O	<b>O</b>	<b>O</b>	O
	an to continue my career with this organization for at least two more years						
Ι	at least two more yearsould recommend this organization's products/services to a frier	O	O	O	O	O	O
Iw	ould recommend unis organization's products/services to a friendould recommend working here to a friendould	O	•	O		O	
	NOTE: We recommend that you do not include your name open-ended questions listed below. Please		• 0			ponses to	the two
10.	What does this organization do that makes it a place where	e people v	vould want	to work?	,		
11.	What can this organization do to increase your satisfaction	1 and prod	ductivity as	an empl	oyee?		

The following questions are for classification purposes only. They will not be used to identify any individual. Please fill in only one response per question.

17. Which of the following best describes your role?

12. How long have you worked for this organization?	CEO or other C-suite	$\circ$
Less than one year		
One year to less than two years	_	
·		
Two years to less than five years		
Five years to less than ten years	Cocondom: montrata calca	
Ten years or more	.9	
Prefer not to answer	.O Secondary markets back office	
	Servicing manager or supervisor	
13. In what year were you born?	Servicing borrower-facing	
	Servicing back office	
Example: 1990	Default servicing	
14. What is your gender?	Other	
Female	18. In which department do you work?	
Male		$\circ$
Non-Binary	Origination Customer Bervice/Cure/Bupport	
•		
Prefer not to answer		
45 117 (1 ) 10	Servicing: Performing	
15. What is your ethnic background?	Servicing: Loss mitigation/default	
Black or African-American	.O Servicing: Customer Service/Care/Support	
Asian	Finance/Accounting	
White or Caucasian	Human Resources	
Hispanic or Latino	miormation reciniology	
Native American (not Pacific Islander)		
Pacific Islander	-	
Bi-Racial or Multi-Racial		
Prefer not to answer		
16 WILL 11 4 4 9	Other	·······
16. Which is your job status?		
Full-Time	C.	
Part-Time	<b>O</b> .	

Thank You for Your Participation!

For questions or comments, please email support@bestcompaniesgroup.com.