LGY Technology Satisfaction Survey

LGY is committed to delivering excellent customer service, and would like your feedback about the LGY technologies that you have used. Please answer the questions below as completely as you can. Total time to complete should be no more than five minutes. Thank you for helping us to deliver better customer service and a better benefit to our Veterans!

* 1. What is your relationship with VA Loan Guaranty?

◯ Lender Employee

◯ Servicer Employee

◯ Appraiser/Appraiser Employee

◯ Other (please specify)

[ ]

2. What is the name of the Company or Organization that you work for?

[ ]

* 3. What part of the Loan Lifecycle do you work with?

○ Loan Production

○ Underwriting

○ Closing

○ Post-Closing

○ Appraisal

○ Servicing

○ Loan Processing

○ Foreclosure

○ Delinquency

○ Acquisition Oversight

○ Claims

○ Collections

○ Loss Mitigation

○ Default Reporting

○ IT

○ Other (please specify)

[text field]

4. Does your company or organization work only with VA Home Loans?

○ Yes

○ No

5. Are you a Supervisor

○ Yes

○ No

* 6. What is the LGY Technology (system, website, portal) that you work with most often?

○ VALERI

○ WebLGY

○ IT Helpdesk

○ Technology Knowledge Center

○ LGYHub

○ Appraisal Work Space

○ ID.me

○ FFPS

○ SIM

○ Other (please specify)

[   ]

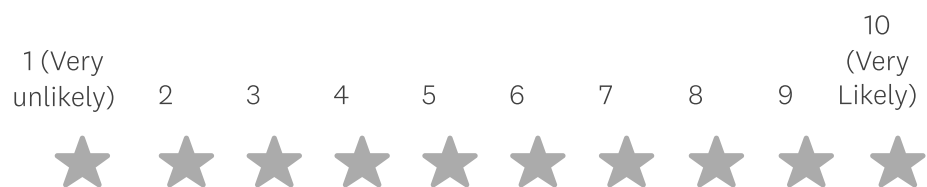7. How many years have you worked with LGY Technology?

○ 0-2

○ 3-5

○ 6-10

○ 11-20

○ 20+

* 8. On a scale of 1 to 10, how likely are you to recommend the LGY Technologies you regularly use to a colleague or associate?

1 (Very unlikely)	2	3	4	5	6	7	8	9	10 (Very Likely)
★	★	★	★	★	★	★	★	★	★

9. What is one thing that LGY could do to make you happier with this technology?

10. What is your biggest pain point?

Done