



## The Mortgage Alliance Company of Canada

Participant comments from Jeff Mowatt's presentation held February 3, 2005

*"Jeff was excellent. Great reference to our industry Jeff obviously took interest in our industry."*  
Donna Stewart, Mortgage Specialist, TMACC

*"Very informative. Jeff's session gives me a good base to use when doing in house training of my agents as well as in my own business dealings."*  
Karen Montiero, Franchise Owner, TMACC

*"Definitely enjoyed Jeff's session. Got great advice on how to put the client in the drive's seat and to make them feel that they are number 1 – create instant honesty."*  
Marissa Machado, Mortgage Consultant, Mortgage Alliance

*"This was motivational and extremely insightful. Can only improve my customer service."*  
Fern Brunet, Mortgage Specialist, TMACC

*"This was great! It will change the way I approach my customer needs."*  
Donna Driver, Account Manager, Genworth Financial

*"This session gave me valuable ideas which I can utilize and make it work for me."*  
Gulvinder Natt, Mortgage Consultant, Mortgage Alliance

*"Great! Makes you take a step back, we are so busy/hurried – rethink strategies."*  
Stef Edwards, Mortgage Consultant, TMACC

*"This will make me more effective in presentations to referral sources."*  
Jeff Zabel, Mortgage Consultant, TMACC

*"Jeff's session has made me rethink my approach on what I thought I already knew."*  
Tony Monteiro, Mortgage Consultant, TMACC

*"Jeff's session has made me more conscience of the need to establish trust, my client retention will definitely improve."*  
Nancy Mahanger, Executive Director, Franchise Owner