



Awards Organisers:
Business Kapiti Horowhenua Inc.
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Craig Pope Mortgages and Insurance

Customer Choice – Service entrant

ELECTRA BUSINESS AWARDS 2013 Customer Choice Entrant Feedback

Important notes:

The finalists and winners of the Customer Choice awards for 2013 were determined solely by voting via the Business Kapiti Horowhenua Inc website (www.bkh.org.nz) during the period voting was open.

Rules for voting are promulgated on that 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 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 4) from customer voting

The staff at this business are:	The response times to my requests are:	The quality of services delivered are:	Overall my experience with this business has been:
3.8	3.9	3.9	3.9

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.

They are provided in the hope you find them useful.

They were great at helping me with my insurances

Very friendly, helpful and competent business.

Craig personally helped us to refinance and receive a substantial financial cashback and arrange our schedule

Craig's service was spot on. He understood the information that I needed to make the right choices when purchasing my new home.

Craig is caring and helpful. He always responds to my enquiries in a timely manner.

When my husband and I exhausted all avenues in trying to buy our first home in Wellington, we almost gave up. It wasn't until we encountered Craig that a glimmer of hope started to appear. We moved to Auckland and we loved the service Craig provided so much that we



stuck with him and communicated via email and phone. As a result, we bought our first home in Auckland (who would have thought!) - without Craig and his team, this would not have been possible.

Got outstanding services from Craig on every required occasion.

I have worked with Craig Pope Mortgages and the quality of service is second to none, they have helped me get into my first home and gone above and beyond (including recently in more difficult financial times and dealing with the lender on our behalf).

Craig Pope made our first mortgage so easy. Emails were replied to within 24 hours. Craig's negotiating skills got us an outstanding rate, better than any advertised. Highly recommended. We will use him again.

First class follow up and keeping referrals up to date with progress. I have had excellent comments on the service provided and Craig is a pleasure to deal with. Craig is so positive and helpful. He went out of his way and was always ready to help no matter what time of the day or night. Extremely happy with their service.

This business is totally client focused, trustworthy and they did everything to represent us in good light. I wouldn't hesitate in recommending their services. Their knowledge and expertise is outstanding, and you pick that up when conversing with Craig. Especially I would like to add, is that Craig made himself available what appeared to be 24/7. Not only did he respond quickly to my questions, he communicated clearly what needed to be known - but he made the whole mortgage searching journey a great experience.

Craig is great to work with, experienced, reliable, sound advice, goes the extra mile. Very happy to recommend Craig to others, especially if they have tried unsuccessfully elsewhere. Craig works his magic...

Craig Pope Mortgages, are very efficient, with an extremely high level of customer service. Prompt contact to all enquiries in a professional manner. I strongly recommend Craig Pope Mortgages for this award as they have excelled in all areas of my expectations.

Totally pleased as they were successful in getting us as first time home buyers. Everything was done methodically as I was always notified when things needed to be done and so on. I would recommend them to my family and friends. Craig and Simon stand out for us as they were the ones that handled our needs and wants and made OUR DREAM POSSIBLE!! THEY ARE AWESOME!!

Hi to Craig and his team .I have been dealing with Craig for over a year and he went out of his way to travel to deal with me over refinancing my loan and he was tremendous, and I could recommend him and his teams to anyone that needs a hand. We left everything in his hands and within a week, we got an answer. Thank you Craig you are a great business person, and you are my number one, and we are extremely happy.

Craig was amazing. We have managed to buy our home with his help. His service was perfect. Any queries we had were answered so quickly, often instantly and the deal he brokered for us was superb. I'm born and bred in Kapiti, and have recommended him to all my friends

Can't expect any better!

I found Craig Pope and his team to be helpful and totally professional and made getting a mortgage just that little bit less scary. I would recommend them to any one



We had Craig as our mortgage broker for our first house. He's great and very knowledgeable and trust worthy. He was extremely efficient and patient with all our questions.

Craig is delivers an outstanding result for his clients. I would highly recommend this business.

Very confident, up front and always has the customers' needs at the forefront of their service/product offering. Clear, concise and no ambiguity in all the dealings I've had with Craig Pope and his staff.

*Craig of Craig Pope mortgages gave me outstanding service via the internet whilst I was traveling overseas, despite never having met him at all. I have since had further business matters with him and always have found the same standard of service.
Great service, well done*

Craig and his team are extremely helpful and informative, always quick to answer any queries, no matter what they are. A+++

Craig made the whole process of getting a mortgage and relevant insurance so easy. I have recommended Craig to friends with no hesitation and I know they have felt the same as we did. Great service from a great team!!!

We have dealt with this business three times now and each time has been truly outstanding, would recommend to anyone, looking for a mortgage broker.

Craig and his team are brilliant. We have recommended his services to lots of our friends and they are always very impressed with the mortgage deals that he gets them.

Highly recommend, excellent service. Nothing ever seems too difficult and Craig is always willing to help.

Very impressed with their service, which is virtually 24/7. Nothing seems to be too much trouble.

Great to be able to support a business that supports other businesses in the Kapiti area, like Craig's does.

Craig was an incredible broker to deal with. Without his help knowledge and experience, our house-buying processes wouldn't have been nearly as smooth. He answered all our questions in a way we could understand and was a pleasure to deal with. We've been recommending him to all our friends and family.

*Craig is awesome and we recommend him to anyone we know who is buying a house
Craig is very easy to deal with, always has customer best interest at heart-very ethical*

Craig provided excellent advice, was prepared to listen to our questions and took the time to ensure we were clear on the refinancing process and the options available to us. Craig went the extra mile to respond promptly to emails and phone calls and ultimately the sale and purchase of our house went very smoothly. I wouldn't hesitate to recommend Craig Pope Mortgages and insurance to anyone!

Craig is highly recommended for any first time home buyers. I found he is very effective to deal with the business.



Great customer service ethic. On to it and a pleasure to deal with.

Craig and his team are awesome! I will happily use their service again and recommend to friends.

We had never had a mortgage before, I went through Craig Pope and the Service was outstanding not to mention good news with the Approval of the mortgage, thanks to Craig my dream home is reality.

Awesome, efficient, quick, thinks outside the box, uses technology, extremely happy with this business.

Craig Pope and his staff go beyond the pale when it comes to taking care of their customers. I have recommended them to everyone I know who is thinking of buying a house and have sung Craig's praises to anyone who will listen! Fantastic service and Craig got my dream home for me without a ripple of stress. I just wish there was a category beyond "outstanding" to vote for. "Superlative" springs to mind.

All good

Craig is very supportive and helpful and does his best to make or follow things through.

I would recommend their services to anyone, very friendly, professional and approachable whether it is mortgages, insurance or just financial advice.

Craig Pope is the best. I have/would advertise his service anywhere

Craig is one of the great people to deal with

Nothing is too much trouble; the response time to enquiry is fast and efficient. Always quick to respond to calls and emails - they guided us through the process smoothly. Highly recommended.

Top rated service standards by Craig. Always obliging and nothing is ever a problem.

Craig is the only broker I use now, we recommend him to all our clients.

Craig understands his business and the needs of his clients. Craig is a delight to engage and talk with on financial matters.

Craig Pope made buying our first home a breeze! Guided us step by step throughout the process and made sure we understood everything. Quality service we totally recommend!

Recommended to all friends and family. fast, trustworthy and personable.

Fantastic service and results

I have to say this company lives up to it's reputation they are really on to it and very helpful they made the experience very smooth with the bank etc cheers

Craig is a very professional operator with awesome customer relation skills. Nothing is a problem and he responds very quickly to questions giving sound advice. I would recommend Craig to anyone who is looking for a mortgage broker.



Craig and the team go above and beyond to help their customers I recommend them to everyone