



Date: December 09, 2014

RE: Customer Experience Survey

Thank you for selecting Fifth Third Bank as your mortgage loan provider. We appreciate your business and decision to choose Fifth Third over other lenders and look forward to the opportunity to help you with your future banking needs.

Customer service is a top priority for Fifth Third Bank. For this reason, we have partnered with ath Power Consulting to randomly survey our mortgage customers about their experience. You may receive an email invitation directly from ath Power Consulting asking for your feedback in a brief online survey. We would very much appreciate your participation in the survey to help us continue to improve our product and service levels.

Rest assured that Fifth Third Bank will not share any of your personal information with ath Power Consulting, nor will we ask for any personal or account information during the survey. It is Fifth Third's policy never to ask for personal or account information via email.

Thank you in advance for your participation in this survey and thank you for being a valued Fifth Third Bank customer.

Fifth Third and Fifth Third Bank are registered service marks of Fifth Third Bancorp. Member FDIC. Fifth Third Mortgage Company and Fifth Third Mortgage-MI, LLC, offer mortgage products. An Equal Housing Lender.

Mtg Survey Notification Document

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