

**NEBRASKA REAL ESTATE COMMISSION
TRUST ACCOUNT EXAMINATION
EVALUATION**

THIRD QUARTER 2013

Overall

Number Sent 72
Responses Received 34

Directions: Please evaluate the following items by circling the appropriate yes/no response. Comments to clarify responses are strongly encouraged.

1. Was the trust account examination conducted in a professional manner?

Yes 34 No 0 No Answer 0

Comments: very appropriate; very professional & helpful; auditor was professional, knowledgeable & polite; very professional; all of the examinations ever done here have been very professional; very much so;

2. Was the trust account examination completed in a timely manner?

Yes 34 No 0 No Answer 0

Comments: very efficient; on time; examiner went out of their way to work with my schedule;

3. Was the trust account examination conducted with a minimal number of relevant interruptions to your business activities or personnel?

Yes 34 No 0 No Answer 0

Comments: since I am a one-man shop, I have to make myself available during the entire audit, so that keeps me from other things. BUT-it also means that the audit doesn't take very long, and it's only once a year, so I really don't mind; examiner was very unobtrusive; there was very little interruption and examiner made some very good suggestions; there were some interruptions but not out of the ordinary-just needed to retrieve office policy and files;

4. Was the examiner courteous?

Yes 33 No 0 No Answer 1

Comments: examiner always is; examiner was pleasant to be around; helped simplify my open transactions record keeping subledgers; always; extremely so, it was my very first audit yet examiner made me feel comfortable; very courteous; very; it was a pleasure working with examiner; extremely;

5. Was the examiner's appearance professional?

Yes 34 No 0 No Answer 0

Comments: -

6. Was the examiner knowledgeable and able to answer your questions?

Yes 34 No 0 No Answer 0

Comments: always tries to help us do things in the easiest yet correct way; I learn from examiner each time they examine; I always have a million questions for them, I learn so much when they come; as all examiners have stated, examiner said the process is educational rather than punitive; and I had some; very helpful;

7. At the conclusion of the examination, did the examiner review the irregularities with you in such a manner that you completely understood?

Yes 33 No 0 No Answer 1

Comments: The examiner had two questions-I was gone the day examiner was here, I called examiner back but we never got together, I'm sure the questions were small but I didn't get together with them; everything; they always help me; they always help me; examiner was very thorough;

8. Do you have comments, suggestions, or recommendations on how the trust account examination process, or a particular area of the trust account examination process, could be improved?

Yes 2 No 29 No Answer 3

Comments: went very easy; this examiner is thorough, professional and has good conduct to work with the broker; we welcome the examiners looking at our files, they are most instructive; examiner did a fine job;

ADDITIONAL COMMENTS:

examiner was very professional and yet friendly-is good to work with; examiner is very good to work with, made suggestions on how to improve my record keeping that have been helpful; the examiner was very courteous, friendly, & professional; I always look forward to the examiners visit. They are always very professional & helpful, I feel we have a great team; you should enclose a stamped return envelope for the evaluations; thanks; examiner gave our office constructive criticism and assistance which we appreciated; I've had the chance to work with all of the examiners and all have been helpful & courteous; I really appreciated examiners conduct, demeanor & professional mannerism, thanks for sending out an auditor with this kind of character; your officer and office runs a very professional operation, I'm always glad to see the auditor because I want things right, I haven't had any problems in 30+ years of operation due to good auditors and a very helpful Lincoln office, keep up the good work; in "way" past years the examiners acted like we were guilty as soon as they came in the door, now they come in the door friendly, answer any questions I asked, do their job quickly, and leave. It is nice to think now that they are here to help us do a better job if needed; I used to be so worried when the auditor comes, now I realize they are just here to help us. Examiner's suggestions have always helped me improve on keeping track of (being more organized) checks, cancelled or otherwise. Helping for cross reference, very good audit. thank you; always learning something; a couple of our files were very thick, and not well organized, but they were a total mess after the audit. a little more care in putting the contents of the files back in the folders would be appreciated; I have had my license nearly 40 years, in my experience the examiners consistently do their work in a very professional and efficient manner, this exam was no exception; examiner was very professional courteous and helpful; this was my first audit with examiner, but all my previous audits were handled in an equally professional courteous, and knowledgeable way, I have no complaints with any of the auditors;

