

NEBRASKA REAL ESTATE COMMISSION
TRUST ACCOUNT EXAMINATION
EVALUATION

SECOND QUARTER 2015

Overall

Number Sent	60
Responses Received	23

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 23 No 0 No Answer 0

Comments: no wasted time - examiner respected our time; very professional; very professional & helpful; examiner left a professional voice mail as to the business at hand, upon connecting our time together was effective and purposeful;

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

Yes 23 No 0 No Answer 0

Comments: yes-one afternoon; very timely; mainly because examiner called ahead of time and we had everything ready for examiner; new examiner so it took longer but understandably so; yes very effective;

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

Yes 23 No 0 No Answer 0

Comments: examiner worked in adjoining office space and caused no interruptions; excellent; examiner was very courteous & caring about not interfering; no problem at all; it helped tremendously that examiner called a couple days prior to set up a time for the examination; no problems at all;

4. Was the examiner courteous?

Yes 23 No 0 No Answer 0

Comments: I feel examiner is great at their job, I always learn something from examiner that will make me a better broker; very courteous & professional; very much so; good job, very helpful with any questions; very courteous; very;

5. Was the examiner's appearance professional?

Yes 22 No 0 No Answer 1

Comments: examiner wore professional attire & carried briefcase; examiner was dressed very nice; conducted by mail/phone;

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

Yes 23 No 0 No Answer 0

Comments: very knowledgeable & helpful; very knowledgeable; answered all questions; examiner also went above & beyond to answer all of my questions & encouraged open dialog going forward;

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

Yes 18 No 1 No Answer 4

Comments: n/a, no irregularities; we had no irregularities; open to questions & good at explanation; examiner treated us with respect-it was a joy working with examiner; no irregularities were found; irregularities???: brought up excellent points and supportive information;

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 1 No 17 No Answer 5

Comments: all good; we have all of our files on "Dotloop", so we have to print them off once the examiner requests specific files, so that takes a longer amount of time, I realize you prefer not to announce when the examiner is coming but it would help us if they allowed some time to print off all the files and then return in a few hours; very good exam; I really appreciate the work the examiner did; examiner was great; because we are small & "in and out" of office, it would be nice to have an app't set up 1-2 days before they show up as sometimes it just not convenient to our schedules - I shouldn't have to feel guilty because I'm on my way out the door to show houses or working on reports & I don't have the time - We don't have a secretary that can pull files and help you-I'm sure you don't just drop in on the larger companies; It would be very helpful each year if the examiner would call & set up an appointment instead of just showing up & hoping someone is available to pull all the statements & files-it would be a much more efficient way to manage the examiner's time as well as ours;

ADDITIONAL COMMENTS:

examiner was very patient and courteous while we worked through our new software and some discrepancy that we were having; we just really appreciate all you do for us; examiner was in and out quickly with a minimum of interruptions; per usual examiner was very professional and answered my questions-brokers are very fortunate to have examiner; good representative-knowledgeable & efficient; I appreciate doing business with your office and auditors, your office and auditors have the attitude to "help" us in the field - not "get" us, Keep up the good work!; it was a good experience; all the trust account examiners in our 25 years of business have been excellent; examiner was great, went above and beyond to help me; very pleased with the direction & support from examiner-thank you;