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| 1. **Introduction** |
| In your own words, please explain when and how you became aware of the park homes product? Did you see any adverts or receive any material or phone calls regarding the park homes product? |
| **(2) Marketing/Presentation** |
| 1. In your own words, did you visit a particular site and see any specimen properties and/or pitches, prior to making your purchase decision? Please provide details of the site and the propertyyou saw. 2. Did you tell the salesperson anything about your personal circumstances and why you wanted a park home? For example, whether you were retiring and looking to downsize? |
| **(3) Product** |
| In your own words, did you specify the park home you required or did the sales representative suggest a park home and/or product specifications to you? |
| **(4) Method of payment** |
| How did you pay for the park home you purchased? |
| Was an existing property you owned offered as part exchange? If so, how was that property valued and did you have options as to the valuation? |
| **(5) The sales presentations** |
| In your own words, do you feel that the salesperson told you something in the lead up to your purchase that turned out not to be true? If so, what? |
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| Did your salesperson try to convince you that the park home and/or its site would appreciate in value, for example, due to there being increased amenities (such as leisure facilities) added to the site? |
| Has the park home you bought lived up to what you were expecting? Has the site in which your park home is sited lived up to what you were expecting, if not please explain why? |
| **(6) Incentives** |
| Were you offered any incentives to attend the sales presentation? For example, free leisure tickets, if so please provide details? |
| **(7) Commission**   1. Were you at any time told by your salesperson that they would receive a commission if you proceeded with your park home purchase? If yes, please provide details of the same. 2. Were you at any time told by your salesperson that they would receive a commission if you part exchanged your home as part of your purchase? If yes, please provide details of the same. |
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| **(8) Using your Park Home & Site Fees**  Do you feel you have received the use/benefit of your park home that you wanted and that you were told you would receive during the sales process?  How do you feel about your site fees? Do you feel they are good value? |
| **(9) Your general dissatisfaction** |
| If you were dissatisfied with your park home, did you raise this withthe park home/management company? If so please provide copies of the same?  Please provide details, of your general dissatisfaction with your park home and/or your management company and/your resort? |

Signed:

Print Name:

Dated: