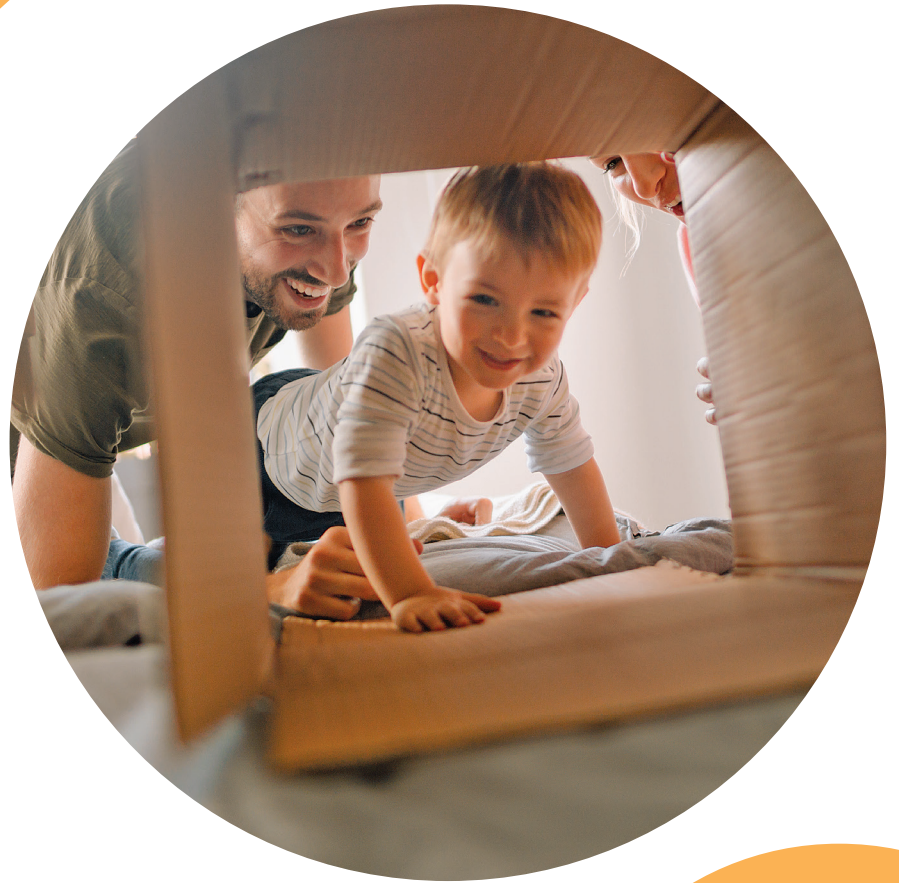


Your experience matters to us. Avid Ratings.®



Moving into a new home is a joyous and exhilarating time and we are delighted to be sharing these moments with you. Excel Homes is committed to giving you the best home-buying experience. Whether we have delighted you every step of the way, or did not meet your expectations, we appreciate and value your feedback.



..... Simplifying your journey home.



Your feedback is vital to us and we want to make sure you are asked the questions that resonate with you the most. By providing your insight to Avid Ratings®, you can be confident that your experience is reviewed, analyzed and measured by the industry's best in North America.

Customer satisfaction is our most important benchmark.

After making the biggest purchase in your life, we want to ensure you are delighted with our performance. Your experience doesn't end after the purchase, it continues through your entire warranty period. Your feedback is what forms us as a company: **we excel when you excel**. This is why we've partnered with Avid® Ratings.

Avid Ratings® is an independent research firm providing surveys, consulting and training exclusively to the homebuilding industry. When you purchase with us, you will be invited to provide honest and timely feedback about our processes, products and service.



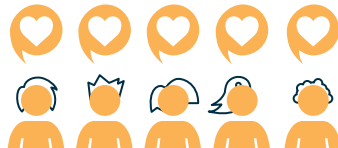
AVID MAKES US ACCOUNTABLE... ALWAYS

Home building has industry standards that we are always striving to meet and exceed. Your feedback helps us measure and rate your experience, while keeping us accountable for our actions.



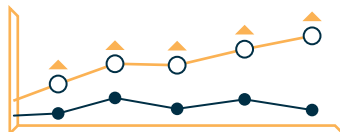
STAR RATINGS THAT ARE UNBIASED

Your customer experience is measured in a highly-detailed manner that is then interpreted back as a numeric rating free of subjectivity. Your rating of Excel is directly applied to our score. Avid Ratings® keeps all of these details locked behind layers of enterprise-level data security.



SCHEDULED FEEDBACK THAT IS EASY TO GIVE

You will be invited by Avid Ratings® to complete three surveys. You will receive the **first survey 45 days** after your home has been staked. The second survey will be **30 days post-closing** and a final one at your **one year anniversary**. Avid® will be seeking your feedback on your buying experience, home features, warranty and service as well as your overall experience with Excel Homes.



WE STAY AWARE AND COMPETITIVE

Having a benchmark in the industry amongst other home builders grounds us to stay abreast of customer expectations and always strive to do the best. We do not want to disappoint!