**Questions for Mortgage advisor**

What are the most frequently asked questions?

What is the decision point for the customer while selecting the mortgage?

How often do you negotiate with the customer?

Basis of negotiation ?

Do you provide mortgage comparison to the customers?

Are the penalties and clauses different from customer to customer?

What is a criteria and how and when you communicate them?

How well customer is informed/ knowledge before the first meeting?

Ans in %

How the customer gets in touch with you? To know more about the channels

How UBS provide information to the prospective customers?