



CRYSTAL CLEAR MORTGAGE

Post Closing Customer Service Survey

1. What was the name of the Loan Officer that assisted you on your transaction?
Adam
2. Was your transaction a purchase or a refinance? _____
3. On a scale of 1 to 10, with 10 being the best, how would you rate your Loan Officer in the following areas:
 - a. Availability 10
 - b. Responsiveness 10
 - c. Product Knowledge 10
 - d. Overall Customer Service 10
4. Were the terms on your loan including interest rate and closing costs, clearly communicated to you at the outset of the process? yes
5. In your opinion, was there anything your Loan Officer could have done to improve your experience with Crystal Clear Mortgage?
We already discussed the issue with the down payment percentage vs. interest rate mishap... but Adam was quick to make it right and adjust ccm's fees. I truly appreciated the adjustment + quick turn-around of receiving my ck
6. How would you rate Crystal Clear Mortgage in regards to other finance companies you may have worked with in the past or shopped with for this transaction?
Very professional, easy to work with the team (Gorrayne + Sandra) and very responsive with great service.
7. Was your loan closing on time and the closing process clearly communicated?
yes
8. If not, in what way could we have kept you more informed of the closing process (i.e. time, place, what to bring to closing, amount of check, etc.)?

9. On a scale of 1-10, with 10 being the best, please rate your overall experience with Crystal Clear Mortgage.
10
10. Would you use and or refer Crystal Clear Mortgage for any future transactions? yes
11. If not, why? _____

PLEASE FEEL FREE TO WRITE A TESTIMONIAL REGARDING YOUR EXPERIENCE WITH CRYSTAL CLEAR MORTGAGE. (SEE PAGE 2)

Very impressed with ccm and working with Adam.
Looking forward to doing more business with you.