



CRYSTAL CLEAR MORTGAGE

Post Closing Customer Service Survey

1. What was the name of the Loan Officer that assisted you on your transaction?
Adam Simon
2. Was your transaction a purchase or a refinance? purchase
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?
No, Adam went above and beyond and as the owner of a title company I have worked with many brokers. Adam was exceptional
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?
Top of their game
7. Was your loan closing on time and the closing process clearly communicated?
NO, not at all --- but not Adam's fault. Adam kept us informed hourly
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.)?
The only thing Adam could have done was to drive to the title company and do their work as well.
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? you bet
11. If not, why? _____

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