



CRYSTAL CLEAR MORTGAGE

Post Closing Customer Service Survey

1. What was the name of the Loan Officer that assisted you on your transaction?
ADAM SIMMONS
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?
WHEN THE INTEREST RATE CHANGED DUE TO TERMS OF LOAN CHANGING - 10% DOWN TO 2% DOWN - INTEREST RATE INCREASE NOT CLEARLY COMMUNICATED.
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?
FIRST TIME TO USE A MORTGAGE BROKER - GREAT EXPERIENCE - AVAILABILITY AND RESPONSIVENESS MUCH BETTER THAN THE BANKS I HAVE USED IN THE PAST (HAD PRIVATE BANKERS IN PAST).
7. Was your loan closing on time and the closing process clearly communicated?
CLOSING WAS DELAYED, BUT PROCESS CLEARLY COMMUNICATED
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.)?
CLOSING PROCESS WAS FINE -
9. On a scale of 1-10, with 10 being the best, please rate your overall experience with Crystal Clear Mortgage.
9
10. Would you use and or refer Crystal Clear Mortgage for any future transactions? YES - ALREADY REFERRED -
11. If not, why? _____

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