

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?
No he and his staff were extremely professional and knowledgeable. I was kept informed the entire process.
10
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?
I was closing an escrow in CA simultaneously with my purchase and had nothing but problems with them and couldn't get a correct answer from anyone in CA.
7. Was your loan closing on time and the closing process clearly communicated?
It was only postponed because of the CA escrow not closing on time.
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.)?
No problems on this Texas purchase side they were more informative than the CA people.
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? and I would recommend them as well

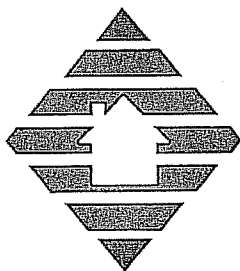
PLEASE FEEL FREE TO WRITE A TESTIMONIAL REGARDING YOUR EXPERIENCE WITH CRYSTAL CLEAR MORTGAGE. (SEE PAGE 2)

Thank you!

Adam and his staff pulled off what I thought would be impossible. I had less than a month to find a home in Texas make an offer and get financing so I could close my escrow on a sale in CA and move my family to the new Texas home. Adam was completely done with the Texas purchase just waiting for CA to close with time to spare. They returned every e-mail, every phone call with lightning speed. They had every answer and covered every aspect. They even helped close the CA escrow when it got off course. I was amazed and felt that I was in very capable hands with Adam and his staff. I feel I got the best possible loan for my needs and we love our new home.

Bryan Ward & Adam Simmons

Brokers/Owners



CRYSTAL
CLEAR
MORTGAGE

No Regrets!
Great Work.

Thank you,
Christy 😊