

CRYSTAL
CLEAR
MORTGAGE

Post Closing Customer Service Survey

1. What was the name of the Loan Officer that assisted you on your transaction?
Bryan Ward
2. What is your name? Margot Lerner
3. Was your transaction a purchase or a refinance? refinance
4. 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
5. Were the terms on your loan including interest rate and closing costs, clearly communicated to you at the outset of the process? yes
6. In your opinion, was there anything your Loan Officer could have done to improve your experience with Crystal Clear Mortgage?
no everything went very smooth, the process was fast & efficient.
7. 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?
Service was much better. Calls were returned & everything was laid out "crystal clear".
8. Was your loan closing on time and the closing process clearly communicated?
yes
9. 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.)?

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

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

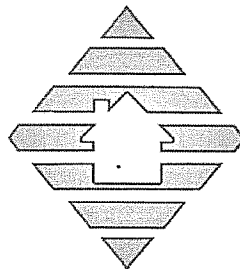
Thank you for making the refinancing of our home mortgage so easy. The entire process was handled very professionally and quickly. Any question or concern that we had was addressed thoroughly and in a timely manner. We have told many about the refinancing opportunities and have given your company the highest praise. We wish you well!

Margo & Scott Lerner

THANK YOU FOR THE BUSINESS!!

Bryan Ward & Adam Simmons

Brokers/Owners



CRYSTAL
CLEAR
MORTGAGE