



CRYSTAL  
CLEAR  
MORTGAGE

Post Closing Customer Service Survey

NAME: Edward Kelly

1. What was the name of the Loan Officer that assisted you on your transaction?  
Bryan WARD
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?  
THE WHOLE PROCESS WENT WELL. THE ONLY MINOR GLITCH CAME FROM NOT FULLY UNDERSTANDING FLOOD INSURANCE AND ELEVATION CERTIFICATES.
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?  
ONE OF THE BEST
7. Was your loan closing on time and the closing process clearly communicated?  
DELAYED TWO DAYS DUE TO FUND TRANSFERS AND ELEVATION CERTIFICATE
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.)?  
I WAS WELL INFORMED AND WORKING CLOSELY WITH BRYAN TO MITIGATE DELAY
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)