

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. Was your transaction a purchase or a refinance? 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?
no
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?
Excellent
7. Was your loan closing on time and the closing process clearly communicated?
Absolute perfection
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.)?
Everything was excellent
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)

My name is E. Laverne Johnson, I am a
Realtor with Legacy Real Estate in Midland, TX

I was referred to Bryan by one of my
customers who got their mortgage with
Bryan. I believe that was approximately
6 years ago.

I have been in Real Estate for about 23 years
& Bryan is one of the best mortgage loan
officers I have ever dealt with. We have
done many transactions together & I never
worry, when my clients are in Bryan's hands.
He is intelligent, has wonderful manners &
everything works perfect with him.

This Company will grow to be the best
because of Bryan & I know Adam is the
same.

Thank you

Laverne Johnson

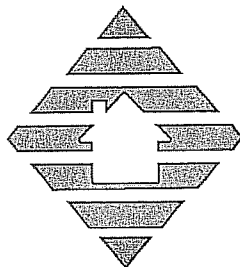
Legacy Real Estate

Midland, Texas 79705

THANK YOU FOR THE BUSINESS!!

Bryan Ward & Adam Simmons

Brokers/Owners



CRYSTAL
CLEAR
MORTGAGE