

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 and Bryan Ward
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 12
 - 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?
Crystal Clear Mortgage was by far more personable and encouraging than any others I have encountered!
7. Was your loan closing on time and the closing process clearly communicated?
My loan closing was EARLY because of the amazing team!
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.)?
N/A

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? Absolutely!
11. If not, why? _____

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

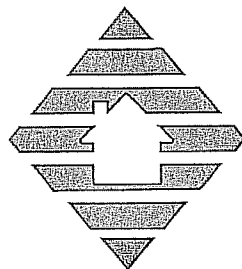
The team at Crystal Clear Mortgage worked so well together to provide us with outstanding customer care. They were knowledgeable, available and most importantly - honest with every detail of my experience.

If anyone I know is interested, I will make sure that they obtain the services of Crystal Clear Mortgage!

THANK YOU FOR THE BUSINESS!!

Bryan Ward & Adam Simmons

Brokers/Owners



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MORTGAGE