

# CRYSTAL CLEAR MORTGAGE

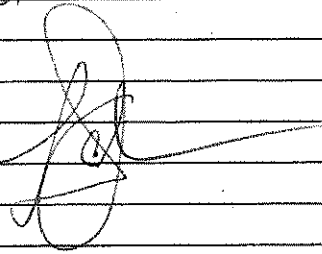
## Post Closing Customer Service Survey

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? \_\_\_\_\_
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?  
IN REALITY, BRYAN WENT ABOVE & BEYOND WHAT I ANTICIPATED.
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?  
FIRST TIME HOMEOWNER - I WILL NOW EXPECT NOTHING LESS THAN EXCEPTIONAL SERVICE - BRYAN SET THE STANDARD - AND VERY HIGH!
7. Was your loan closing on time and the closing process clearly communicated?  
NO, BUT IT WAS BECAUSE OF THE SELLER
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.)?  
HE COULD PRACTICE TRYING TO READ THE MINDS OF THE SELLERS!
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? DEFINITELY YES
11. If not, why? \_\_\_\_\_

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

I EXPERIENCED A RATHER UNCONVENTIONAL TRANSACTION WHICH LASTED A FRUSTRATING 3 MONTHS. WHAT I WOULD IMAGINE IS TYPICALLY THE MOST SCARY PART FINANCES, WAS NOT AN ISSUE. I ALWAYS KNEW BRYAN WOULD GET THE JOB DONE PROFESSIONALLY ONCE ALL THE CORRECT PIECES FELL IN PLACE - AND HE DID. NOT ONLY WAS HIS KNOWLEDGE & PROFESSIONALISM SUPERIOR, HE DID THINGS I WOULD CONSIDER NOT THE JOB OF A MORTGAGE BROKER TO CLOSE THE TRANSACTION. IF YOU APPRECIATE GOOD HONEST HARD WORK CALL BRYAN. IT'LL BE COMFORTING TO HAVE HIM ON YOUR SIDE!

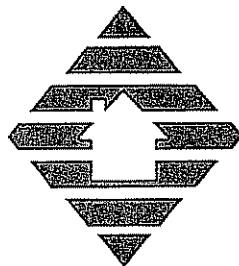
THANKS FOR EVERYTHING, BRYAN



THANK YOU FOR THE BUSINESS!!

Bryan Ward & Adam Simmons

Brokers/Owners



CRYSTAL  
CLEAR  
MORTGAGE