



CRYSTAL CLEAR MORTGAGE

Post Closing Customer Service Survey

1. What was the name of the Loan Officer that assisted you on your transaction?
Mark Sowden
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 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?
My only complaint is that I had money left on the table at closing. I got all my earnest money back but left approx. \$600 still on the table.
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 buyer + Realtor recommended him.
7. Was your loan closing on time and the closing process clearly communicated?
Not on time 20 days late.
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.)?
Not use mortgage solutions of Colorado
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)