



CRYSTAL  
CLEAR  
MORTGAGE

Post Closing Customer Service Survey

1. What was the name of the Loan Officer that assisted you on your transaction?  
Ryan McCabe
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 8
  - b. Responsiveness 8
  - c. Product Knowledge 10
  - d. Overall Customer Service 9
4. Were the terms on your loan including interest rate and closing costs, clearly communicated to you at the outset of the process? For the most part - yes
5. In your opinion, was there anything your Loan Officer could have done to improve your experience with Crystal Clear Mortgage?  
I was assured lower title fees. I shopped around & wouldn't find any est. close to what the broker promised. That was the thing - I was promised. When the fees came out higher I considered finding another lender. But I chose to stay put.
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?  
More informative, esp. up front. Very easy to get in contact with.
7. Was your loan closing on time and the closing process clearly communicated?  
Yes
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.)?  
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9. On a scale of 1-10, with 10 being the best, please rate your overall experience with Crystal Clear Mortgage.  
8
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)