

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. What is your name? Justin + Melissa Nelson
3. Was your transaction a purchase or a refinance? refinance
4. 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
5. Were the terms on your loan including interest rate and closing costs, clearly communicated to you at the outset of the process? yes
6. In your opinion, was there anything your Loan Officer could have done to improve your experience with Crystal Clear Mortgage?
No, Ryan gave outstanding service (a real asset to your company)
7. 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
8. Was your loan closing on time and the closing process clearly communicated?
yes
9. 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.)?

10. On a scale of 1-10, with 10 being the best, please rate your overall experience with Crystal Clear Mortgage.
10
11. Would you use and or refer Crystal Clear Mortgage for any future transactions? yes
12. If not, why? _____

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

Just wanted to let you know what a pleasure it was to work with Ryan. He gave outstanding service + advise.

~~The reason~~ One of the reasons I chose Crystal Clear was the fact that Ryan was always available. I knew if I emailed him something or called him in the morning I would get a return email or call before lunch.

Other companies I looked into before choosing a mortgage company never returned my calls back or took a days to return my calls etc... Not the case with Ryan!!

I know times are tough but if at all possible consider him for any company recognition or performance salary increases (he deserves it)

I also gave Crystal Clear business by my brother. He used you for his home refinance also. His name was Scott Perry. Ryan gave him the same outstanding service he gave us.

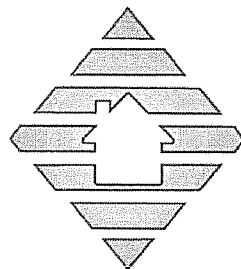
Thanks

Justin + Melissa Nelson

THANK YOU FOR THE BUSINESS!!

Bryan Ward & Adam Simmons

Brokers/Owners



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