

November 29, 2010

The Mortgage Company
Steve Stelzman
4295 W. Tilghman Street
Allentown, pa 18104

Steve,

Kevin and I wanted to take a few moments and write about our experience with The Mortgage Company. From the beginning, you and your staff have made the whole "house purchasing" process easy. Although Kevin has been through this process before, this was a new experience for me. I had thought the process would be never-ending; however, you made it simple. You and your staff not only took the time to explain the process, but also took the time to answer any questions, that we had asked. Additionally, when a phone call was placed and a voice message left, you were sure to return our phone call immediately.

In past experiences, Kevin stated that the mortgage process was stressful and even had warned me of the fact; however, we both found that the process with The Mortgage Company was smooth and easy as well as non stressful. Everything was explained in detail. You took the time to explain our rights as a homebuyer, as well as provided us with many other options for consideration. There was never a moment in this process that we felt as if you were taking advantage of us. If anything, we found you and your staff courteous and professional.

The other impressive thing we noticed was that you showed up at our closing even though you had nothing to gain from it. This action alone added a more personal touch to the experience. We walked away from this process having nothing but great things to say. You can be sure that we will refer your services to anyone who is interested in purchasing a house.

Sincerely,

Kevin Scott and Lisa Miller