

Steve,

6/22/09

Overall our experience was very good.

Initially there was a problem in getting the information via email that was promised on the web page. After a phone call that was cleared up.

The option that was offered was exactly what we needed. And fortunately we hit the bottom of the interest rate curve.

The closing went smoothly and there are no outstanding issues.

I don't want to forget the information interview at your office. The information we were required to bring was clear. The process was efficient.

Though I did know of your business from comments made by my sons, it was the advertisement on BSWatch on WAEB that gave me the idea to contact your business. I did use the link on the WAEB site.

We are happy customers!

Regards,  
Phil Brach

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