

May 28, 2009

Dear Steve,

We are extremely satisfied with the refinancing of our mortgage. We tried to work with Wells Fargo, our former mortgage company, but they wouldn't work with us because we were borrowing/refinancing less than \$150,000. When we called you, we received good news within 24 hours: not only did you tell us you would help us, but you actually lowered our payments and interest rate.

Everyone in your office was friendly, courteous, and professional. We will recommend your company to everyone we know.

Thanks for the gift card, too!

Yours truly,

Donald + Lou-Ann Rogers

P.S. We heard about you through advertising on WAEB.