

Michael Creed

From: Sears, Sherry [SSears@ REMOVED FOR PRIVACY REASONS]
Sent: Monday, June 23, 2008 8:51 AM
To: Michael Creed
Subject: My pleasure!

I have been through many, many closings in the past so I am fairly familiar with the processes. The one thing I was not expecting was how tirelessly you worked on my case. I came to you with some unique factors that I knew would require special handling and you were up for the task! Many other lenders would waste a lot of time and then fail. Roger and I felt very comfortable and we knew you were on it, you left nothing to chance and followed up. The most comforting thing that we appreciated was how you kept us aware of what was going on. I got an email or a phone call almost every day. If anything took longer than anticipated, we got a call. I cannot tell you how much this took away from our worries and the time to follow up on everything! I have had closing in the past, buying and selling, and I typically had to do most everything myself, and then still pay someone. I also have to say the money spent was well worth it and I don't think that I could have pulled this all together on my own.

We have met all three things on our list of what this will accomplish for us and now we are able to move forward with some improvements. I would not even consider calling anyone else in the future to handle our needs! I still want to make certain that if you are ever interested in the insurance industry, please let me know, I would be honored to have you work for my company, and this offer stands! I have already referred many of my coworkers and friends, and as you well know, I have shared my experience with many others.

I think I may go into withdrawals now, because I am so used to communicating with you that at the end of the day now I feel something is missing! My point is that certainly you are a true business professional, but I feel that I really connected with you. Thank you for taking such good care of us and I will miss our relationship!

You have made a tremendous transaction so easy, you did all the worrying for us, it truly was a pleasure! Please spend some time with your family, you have many more caves to explore! Best wishes and much success in your upcoming endeavor!