

Mike Clarke  
20725 Nadine Ct.  
Perris, CA 92570

Janice's Manager  
On The Level  
2982 Ora Avo Terrace  
Vista, CA 92084

September 30, 2008

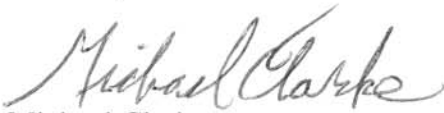
To Janice's Supervisor:

In today's business climate it is rare to receive good service and even more rare exceptional service, but that is just what I received from the moment Janice began assisting me on the necessary engineering report require for a loan refinance. Time was of the essence and Janice was always quick to respond to phone messages or emails on the part of my loan processor. Janice talked me through the new mumbo jumbo about permanent foundations and helped me save unnecessary expenditures by doing the leg work myself. Janice even rushed the information my loan processor needed to complete the loan just in time to close this month saving my brother 3/8<sup>th</sup> of a percent on his loan.

I am writing to make sure that you are well aware of the asset you have in Janice, but I suspect you already know this and I am just confirming the obvious. I would like this letter to be placed in Janice's personnel file if she agrees as a reminder of the extra effort that she routinely puts forth for the customers she serves. From her knowledge of the inspection process to her consistent follow through on each and every part of the process, no time was wasted and her information was always accurate and in order. Throughout the inspection process Janice's warm personality and efficient handling of my brother's engineering report exceeded my expectations!

I feel comfortable recommending colleagues and friends to use your company in the future.

Sincerely,



Michael Clarke  
*Exceptionally Satisfied Customer*