

30 October 2017

Mr. Jason Conn  
Fifth Third Bank  
3344 Peachtree St Suite 800  
Atlanta, GA 30326

Dear Jason:

Buying a house is exciting but dealing with financing is not, at least in my experience.

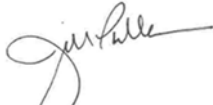
This was my seventh house-purchase transaction, and it was by far the easiest one I've ever experienced.

I never wondered if everything would get done in time. You asked for a manageable list of documents at the beginning. You stayed in touch, letting me know every time our application moved further along in the process, and everything was wrapped up and ready to go a week before our closing date.

I knew you were in my corner through the entire process. I felt like a valued client, not like an applicant, and I thank you for treating me and my transaction with such respect.

I look forward to finding opportunities to refer you to friends and colleagues.

Warmest regards,



Jill Pullen