



Kyler Post, Account Executive
iHeart Media, Inc.
1819 Peachtree Rd,
Atlanta, GA 30309

To:
Greg Williams
AVP/Senior Mortgage Banker
2987 Clairmont Rd., Suite 150

Atlanta, GA

Dear Greg,

I wanted to take time to personally and publicly thank you for your professionalism and exceptional service during the refinancing process my wife and I just concluded with First Horizon. Being in your PowerCore team for a few months now, I knew exactly who I wanted to handle this process with us and for us after our initial lender indicated they were putting a hold on refinances through the end of 2021. With that said, you still managed to exceed every expectation I had.

We had many questions along the way and certainly needed to be steered in the right direction, and you were prompt and professional in every regard. What's more is that, even though the two of us have known each other for some time now, I got the sense that I wasn't being treated any differently than you would any of your other clients, which again speaks to your exceptional customer service to your clients.

From my first outreach to the kind gifts of congratulations you provided at closing, every step along the way was made simple and more enjoyable than financial dealings ever have a right to be, simply because you were involved. Throughout the entire process, we always felt like we were in the best hands and that you had our best interests at heart.

I've now had the pleasure of recommending those in my personal circle to you for help in the mortgage process AND of employing your services personally as well, and I will continue to refer others to you in the future.

Thanks and best regards,

Kyler Post