



December 17, 2014

Dear Bill:

You rock!

In our meetings, you constantly remind us of how important it is having an actual agent instead of a 1-800 number. Those rates may be great, but when you need an agent, you really need a dedicated agent to help you!

I recently sold an investment property, and Wells Fargo got their wires crossed with my two mortgages. They sent me a letter stating my insurance was cancelled on my primary residence. While I did cancel an insurance policy with All State, it was for the investment property I sold, and not my primary residence.

I emailed you about this issue, and you responded right away. You verified the insurance is still in place, and that Wells Fargo had the most recent information. You then asked me for my loan information, and you resent the insurance to Wells Fargo to be extra safe!

This took about 2 minutes of my time to write up an email, and you handled everything on your end.

Thank you for being so great in working with me. This is why I refer you to my clients, and know that I really am in good hands.

Sincerely,

A handwritten signature in blue ink that reads 'Clay Jeffreys'.

Clay Jeffreys  
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