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Dear Mark,

First, thank you, for all the time you spent with my last client. He had many questions about the loan process and you were very patient with him.

The emails you sent, and the phone calls you made to keep us informed of the process helped to ensure a smooth transaction.

I appreciated the way you adhered to all the timelines in the contract, as I have worked with other lenders who have not been as careful, and that is the attention to detail that makes closings a success.

It will be my pleasure to recommend you and Silverton Mortgage to other Realtors and clients who want to have the peace of mind that you give to me each time we work together.

I have sent a copy of this letter to the head of your department, as I want to that person to fully understand the great work ethic you bring to the company and to each new client that comes your way.

Thanks again for your hard work and client care.

All the best,

Susan Fraley