



May 24<sup>th</sup>, 2017

Susan Fraley  
Keller Williams First Atlanta  
200 Glenridge Point Parkway Ste. 100  
Atlanta, GA 30342

Susan,

I wanted to thank you for the opportunity to work with you recently. While this was a referral to me it also provided me with incite as to how you work with your clients.

Managing the buyer of a new home is never easy, and can be even more difficult when they are out of state and will be relocating to Atlanta. However, you managed the client, their expectations, and even some wild circumstances as the consummate professional I knew you to be.

I also witnessed you going above and beyond with the client to calm them on the day of close and to work with them and their contractors after the sale, to ensure that when the buyer and his family do arrive here in May that their new home will be ready for them.

People may wonder what their realtor really does but know I can tell them what you do! Platinum customer service from start to well after the finish line!

Sincerely,

A handwritten signature in cursive script that reads 'Mark Craig'.

Mark Craig  
Mortgage Loan Officer  
9910 Highway 92 Suite 240  
Woodstock, GA 30188