



June 1, 2023

To Whom It May Concern:

I write this endorsement letter with enthusiasm regarding the service received from Susan Wright. When clients establish a relationship with a financial institution, they are establishing a relationship with the banker representing the institution and not necessarily the institution itself.

My client had a situation that involved Truist Bank that dated back pre-merger to 2006. My client had attempted to resolve the matter with their Truist Banker with no luck, I then decided to reach out to Susan. What had taken my client a few weeks to get no answer, Susan had resolved within a few hours.

As a banker myself, I can see the difference between a regular banker and an exceptional banker; what took her minimal time to complete made a world of difference to my client and myself. She could have chosen to pass this along to an internal department that potentially could have delayed my request substantially. I cannot thank Susan enough for her overall care and concern to resolve the problem.

Sincerely,

A handwritten signature in black ink that reads 'Lisa Chaney' in a cursive script.

Lisa Chaney
Assistant Vice President
Business Banker
712 W Peachtree Street Suite 120
Atlanta GA 30308
404-969-4421