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Carmela Arreguin
Truist
Sugarloaf Parkway
Duluth, Georgia

Dear Carmela,

A few months ago, I decided to buy a new vehicle, after my beloved 14-year-old VW hardtop convertible was leaking, and was no longer practical. But I knew from countless infominites and seven minute presentations, that I needed to get my financing in order BEFORE I found the perfect vehicle for my needs.

That's where you stepped in. In all of our other car and truck purchases, my husband and I had either used dealer or credit union financing, and while I knew that a dealer was not the way to go, I was sure that you wouldn't be able to offer a rate that was comparable to our credit union. But I was wrong! And the best part is that we weren't working with someone who was just a voice on the phone ... we were working personally with you. You were always responsive and answered all of our questions promptly. And since your office is close by, you actually came to our office for us to sign paperwork – what an easy, time-saving transaction from start to finish!

The only hitch in the whole process was a title issue, and while that was totally the responsibility of our broker, you were still answering texts and emails until it was resolved.

Thank you, Carmela, for making the process so easy. I have to admit that buying a new vehicle used to be one of my least favorite things to do in life, but you have shown me that there's a better way, and I am happy to refer you to my friends, family and clients.

Sincerely,

Eleanor L. Thompson

Eleanor Thompson