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July 16, 2008

Dear Carlos "Mr. Q" Quinones,

I want to thank you for the excellent service you are providing to me as my mortgage broker. From the very beginning you have been extremely helpful and very patient with me. The main thing that made me pick you above the others, is that you started by giving me information, and educating me about my options. You never seem to get tired of my millions of questions, and your guidance always put me at ease when I get too anxious. You always give me honest answers, which is what I want, and need. I am impressed by the overall quality of your service, Mr. Q. You always have a positive attitude, even when I don't.

You are very professional, and yet I feel that together we are a team. I appreciate your service so much, that I chose to recommend you to my parents, and my coworkers. I have complete confidence in your work, and since I have you on my side I know I'm not alone on my first house-hunt.

Thank you so much,

Magaly C. rrrr