

05/07/2008

To: The Mark Taylor Group

From: Scott & Laurie Patten

Please accept our thanks for the professional and pleasant experience you provided during our recent home purchase. This may not be our first home purchase, but it was definitely the least stressful and smoothest process we have experienced. After an initial consultation with Mark, I must say that our individual needs were correctly identified and fulfilled. Andrea made the application process very simple and quick. Andrea also made the documentation part of the process extremely easy and organized. I am not in the mortgage business and am also not a real estate professional, but feel I was explained all aspects of the details associated with the financing and the purchase process to the point where I and Laurie were both comfortable with the large commitments involved. A large amount of paperwork seems to always accompany a home purchase and I was surprised and pleased that I was also provided with a one source, book form, organized full set of all documents after the closing. Those documents will be valid for years to come and that last unexpected piece of service is greatly appreciated.

Thank you again,

Scott & Laurie Patten