

From: Guglielmo, Elaine
Sent: Thursday, October 14, 2010 3:56 PM
To: David Clark
Cc: Keelin Petrone
Subject: employee recognition

Mr. Clark- just wanted to take a moment to commend one of your team members, Keelin Petrone, for her excellent customer service. I am in the process of refinancing my mortgage and she, on several occasions, has helped me with the lender's requested information. She has not only supplied this information with accuracy and completeness, but has done so with responsiveness and sensitivity to my situation. Thought I would bring this to your attention as her supervisor. Please feel free to give me a call if I can provide any additional information, Elaine Guglielmo

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