

J. Fletcher Willey Agency Inc.
Nags Head, NC

March 18, 2011

Via email

Dear Fletcher,

It takes a lot to make me write a letter complimenting a firm for superior customer service. I come from a background where exceptional customer service was delivered and anything less was not tolerated.

I have been a happy customer of your agency for the past ten years. In that period of time, thankfully, I have had no need for your services other than to make sure that bills were sent to me promptly and my renewals processed appropriately.

In November of 2010 I decided to refinance an existing mortgage to obtain a lower rate. Thus began the paperwork nightmare from hell! Your entire staff, especially Jenny and Jill, went above and beyond the call of duty to make certain that my mortgage company had the documentation that they needed to process the loan. Honestly, I cannot believe how understanding and co-operative your people were. There were several times when I expected your people to give up in frustration. They never did! We finally closed the loan in early March!

My compliments to you for hiring and running extraordinary insurance firm.

I happily recommend your organization to anyone looking for a great insurance firm on the outer banks!

Best regards,

Tom Waite

11/12/2011

Dear Mr. [Name],



I am pleased to inform you that your application for [position] has been reviewed and we are pleased to offer you the position of [position].

The salary for this position is \$[amount] per year, plus a benefits package consisting of [details].

Sincerely,
[Name]
[Title]