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MASHPEE, MA 02649

August 29, 2017

David Tortillott, CRMP  
427 Columbia Rd  
Hanover, MA 02339

Dear David,

What a relief it is not to have a mortgage payment every month. All thanks to you and the confidence I had to finally make the decision and go forward with a reverse mortgage.

This was a decision I had been pondering for a very long time. I might add that I received information from several different sources about the program; some accurate, some very inaccurate. It was such a pleasure to meet with you and "get the story straight".

Meeting with you David was a pleasure. You were very patient, answering my myriad questions, sometimes the same one more than once. Your knowledge of the program is extremely impressive. You returned each and every telephone call promptly, always had an answer, and on the few occasions you didn't you got back to me very quickly. By the end of our second meeting I made the decision to work with you and the program you represented.

I was in angst about making this very important decision for a long time. But by the time it came to signing on the dotted line all my anxiety about whether I was doing the right thing was gone.

David, thank you for your patience and kindness throughout this entire process. Never once did I feel you were pushing me to make a quick decision. You were the consummate professional beginning to end.

Wishing you great success in achieving all your professional goals. And may you and your family enjoy good health and happiness for many, many years to come.

Sincerely,

