

October 15, 2020

Homestead Mortgage  
David Tourtillott, CRMP  
Reverse Mortgage Expert  
427 Columbia Rd,  
Hanover, MA 02339

Dear Mr. Tourtillott:

Subject: Ms. Natalie Lampert - Recent Reverse Mortgage Process

Mr. Tourtillott recently you provided HECM assistance to my dear Aunt, Natalie Lampert, in connection with her property in Chicopee, MA.

You provided technical assistance in response to her initial inquiry about a HECM loan. You also provided guidance in her follow through with HECM loan counseling. Following that you assisted her in applying for a HECM loan. Finally you delivered exceptional support up to and through loan closing for her HECM loan.

Throughout this entire process you performed in a most caring, thoughtful, sensitive and professional manner.

As you recall I am a retired official who worked for nearly 35 1/2 years with HUD. I had wide knowledge and familiarity with Federal Mortgaging protocols which included the HECM program.

I am very impressed with your knowledge of the program and its intricate details. I am even more impressed with the care and follow through you provided to Ms. Lampert. You exhibited exceptional skills in handling clients, helping them reach their goal, answering every question with patience and finally your ongoing dedication to clients needs.

Thank you for all that you did for my Aunt. In addition, kudos to you as a mortgage professional who excels in every way possible. I have never seen anyone work harder and more professionally than yourself. I wish you all the best in your chosen career.



Richard L. Hatin  
5 River Field Path  
Hooksett, NH 03106

cc: Natalie Lampert