
Date: Mon, 5 Oct 2009 08:50:48 -0700 [11:50:48 AM EDT]

From: RAFIK GABRIEL <rgabriel@rogers.com>

To: wadah@prutcr.com

Subject: Fw: "Our Agent" as we have come to think of you...

here you go man!

--- On Thu, 10/1/09, Dunlop, Lucinda <Lucinda.dunlop@diebold.com> wrote:

From: Dunlop, Lucinda <Lucinda.dunlop@diebold.com>

Subject: "Our Agent" as we have come to think of you...

To: rgabriel@rogers.com

Received: Thursday, October 1, 2009, 3:34 PM

Rafik, I have started this letter of thanks many times this morning. I am afraid that words alone will not be able to express the depth of our gratitude for your support and guidance on this journey. And it was a journey!

From the moment we met you, we had a good feeling about you! (And oldsters can be choosy!). The calm manner that you exude is exactly who you are. At no time did we feel pressure to make a decision, and even when I made some hasty ones, you were extremely patient and helped me extricate myself!

Your service is "all about the customer", and we were always reminded of that.

You delivered what you promised, a home in my neighbourhood of choice, at a price we could live with, and within the time frame required!

None of these were easy to meet, by the way, but you pulled off all three!! Well done!

I will recommend your services to one and all. You are absolutely an outstanding and honest individual, working in a field where not all your peers can claim the same. You should be proud of yourself.

Best of luck in the future! I know we shall cross paths again – this won't be our last home!

Lucinda Dunlop | Customer Service

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