

**From:** Sharon

**Sent:** Friday, October 05, 2007 4:14 PM

**To:** jon

**Subject:** Sharon home loan

**Importance:** High

Good Afternoon,

I have been on the phone today with both Tracie Irby and Doug Spicer. As has been the case since I first located Quality Wholesale Home's website and contacted your company, the experience and professionalism continues. They contacted me today to let me know they are still continuing to assist me anyway possible with the purchase of the QWH house.

With regards to the construction loan process, as you are probably aware, grew from frustrating and un-nerving to nightmare status in a matter of days. We planned for this move for nearly 4 years. We researched modular home manufacturers, demographics of the area, jobs, land, county requirements, etc. We purchased a beautiful piece of land and then moved on to locate a home that would compliment this property.

When I first contacted Quality Wholesale Homes Tracie Irby contacted me and walked me through the process verbally. She then followed up with me by sending out a packet with floor plans, brochures and other informational documentation. She then called me to see if I received the packet and if she could answer any questions. At that time I was living in an empty home with my husband in Washington clearing the land we had purchased a year earlier while living with his parents. She was concerned about me from the start. She contacted me to see how the process was going and to check if I had any questions and concerns. If she did not know the answer she knew who would and put me in touch with them or found the answer and got right back with me. Tracie introduced me to Doug who has followed the same knowledgeable, professional steps as Tracie from the beginning. All emails were answered and all phone calls returned.

The experience we had with US Bank has in no way changed our outlook towards Quality Wholesale Homes. I have been so impressed with QWH and their personnel that I requested someway of re-paying them. Tracie came back with using our new Quality Wholesale Home as a model for selling in this area. When I visited the factory in Woodland, Washington just days after arriving in Washington I could see why QWH sells these

