

Building Customer Loyalty...

...the "Hot Leads" have been a great source of business...

AccuBanc Mortgage

A Division of National City® Bank of Indiana

Continuity Programs, Inc.
Attn: David Satterlee
7049 Collins Avenue
Pennsauken, NJ 08109-2745

Dear David,

Thanks for asking for my feedback about the BCL program. I'd be happy to share my thoughts with you.

What more can I ask for than a customer follow-up program that actually works?!? I get great feedback from my borrowers, not to mention sales leads. The "Hot Leads" that you send me have been a great source of business and what's better still is that the program is pretty much "hands free."

It's nice to know that CPI is helping me keep in touch with my past borrowers so that I can concentrate on taking care of my current ones.

I hope you'll find my perspective to be of use and I look forward to doing business together well into the future.

Sincerely,



A. Joseph Nattans, Jr.
Mortgage Banker