
From: GAI HART-HUGHES Sent: Wednesday, 3 September 2008 10:47 AM
To: My Home Loan
Subject: Re: Suzanne Strahan- your Lending Manager

To Whom it may Concern

I must say that when I responded to the 'My Home Loan' advertisement that had appeared on the television screen in the wee small hours of the morning, I did not have a lot of faith. Having heard about so many totally useless services advertising by these means, I feared the worst. When a lady called Kim returned my enquiry promptly the next day, I relayed my quite complicated circumstances involving arranging quite a large lo doc loan for my daughter. Miraculously, I received a call shortly thereafter from a lovely lady called Suzanne Strahan, who repeated the difficult details of my daughter's situation perfectly, had a clear understanding of what was required, and informed that she believed she would be able to help. I was still skeptical, having been turned down by a number of lenders, however, help she did! Suzanne was totally true to her word. The application proceeded swiftly, and Suzanne kept in constant contact throughout the process. She obtained approval without any delay, and produced a loan package that totally suited my daughter's needs. I could not recommend this service more highly. These people are totally professional and are a delight to deal with.

Yours sincerely,
Gai Hart-Hughes.

----- Original Message -----

From: [My Home Loan](#)
To: 'GAI HART-HUGHES'
Sent: Tuesday, September 02, 2008 7:09 PM
Subject: RE: Suzanne Strahan- your Lending Manager

Thank you so much Gai, we really appreciate it. Enjoy Sydney!



Toll Free: 1300 658 061
Web: www.myhomeloan.com.au
Email: enquiry@myhomeloan.com.au

From: GAI HART-HUGHES
Sent: Tuesday, 2 September 2008 7:00 PM
To: My Home Loan
Subject: Re: Suzanne Strahan- your Lending Manager

no problem Kim - I am on my way to Sydney at the moment but would be more than happy to put something in writing as soon as I return. I am so glad I saw your ad (at about 4am on the teeve!!!)

Best regards,

Gai

----- Original Message -----

From: [My Home Loan](#)

Sent: Tuesday, September 02, 2008 6:47 PM

Subject: Suzanne Strahan- your Lending Manager

Dear Gai,

Thank you again for your home loan enquiry via My Home Loan.

I regularly touched base with Suzanne throughout your refinance process and I know that you both faced some challenges.

However, Suzanne has such great experience and I feel that she obtained an excellent result. I very much hope that you feel the same way.

If you have a moment, we would really appreciate a few lines of your comments as feedback for our website, specifically about Suzanne Strahan.

It is all very well for us to recommend people of Suzanne's caliber and experience; however it means so much more when we can pass on the genuine experience of customers such as yourself.

If there is any other comment or feedback, we'd be very interested in hearing it.

Apart from that, I hope that all of your plans with regards to the 'Queenslander' are going well and on schedule.

Best regard,

Kim Smith



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