



5/18/2011

To whom it may concern

Ref: Crescent Mortgage Company

I would like to recommend that if any community bank or credit union wants to look at being competitive with larger regional and interstate banks in the secondary market mortgage business that they should look at Crescent. Since joining a local small community bank with no fixed rate mortgages Crescent was a blessing as my past background was running a larger mortgage division for a Southeastern Bank with a very large mortgage division. When I arriving at my current bank they were offering a limited number of ARMs that they would offer to their banking clientele to maintain the full banking relationship but could not offer a fixed rate product. Since joining with Crescent as a correspondent lender I have been able to recapture the business that I lost to the larger banks in the community. They have competitive rates on secondary Fannie and Freddie products, VHA, FHA, and USDA lending which I did not have access to before. I am also working with both Fannie and Freddie foreclosed property programs and I now have the feel of a larger mortgage institution.

I am also impressed with the staff at Crescent and their willingness to discuss loan decisions, programs, and pricing. I have had the opportunity to work with their secondary pricing division on one occasion and Patrick Dave, was very easy to work with and helped with an extension of a lock date without being charged an arm and a leg. Others in the secondary market have also been pleasant to work with and will take the time to discuss your individual situation and give recommendations to work with. You also have access to an account manager if your account representative is unavailable for questions or concerns. I have also had the pleasure to discuss situations with their Executive Vice President, Fowler Williams and he is willing to take your call which is unique in the secondary market for a mortgage company executive to take your call these days.

In conclusion I have been impressed with Crescent Mortgage Company and their responsiveness from the Account Reps all the way to Senior Management and look forward to a long term relationship in the mortgage business. Please give me a call at 941-484-9191 for any further recommendations.

Respectfully

A handwritten signature in black ink, appearing to read "Richard S. Appell", written over a horizontal line.

Richard S. Appell

Market President, Sabal Palm Bank.