

MORTGAGES MADE 4u

INDEPENDENT MORTGAGE & INSURANCE BROKERS

FAO Shelley
Advantage Northampton Secretarial Services
32 St. Dunstons Rise
West Hunsbury
Northampton
NN4 9XL

2nd August 2004

Dear Shelley

I wanted to put pen to paper to thank you for your company's recent assistance. What a refreshing change to find a secretarial service that are fast, professional and keep to the deadlines agreed! Each job has been produced to a very high standard and always on time.

Initially I was a bit worried about using an 'outside agency' because of the highly confidential nature of our work. However, your assurances offered in our initial telephone conversation along with your office environment have given me every confidence in Advantage Northampton.

I have recently found myself relying more and more on your services therefore freeing up my own valuable time which allows me to progress my company more quickly.

There is no doubt that your philosophy there is 'customer service is our job' and you demonstrate it to the full. I look forward to continuing to use your services.

Many thanks.



Liz Rose
Mortgage Consultant