

Subject: FW: Appreciation for Ms. Teresa Shepard

From: Ramki Krishnan

Sent: Thursday, August 20, 2020 4:55 PM

To: Nino A Licari

Subject: Appreciation for Ms Teresa Shepard

As a Troy resident for over 32 years, it's very heartening to come across such caring customer service from your staff Ms Teresa Shepard regarding my "discharge of Mortgage" document as well as Deed from the records. Frankly I didn't expect such good service. She was prompt and I can tell she is a quiet performer.

You are lucky to have such an excellent employee. Thank you for building and leading such an organization. People are our biggest assets. Feel free to call if you have any questions.

Ram Krishnan