



Message

Thu, Jan 26, 2012 11:16 AM

From: **Genette Toone**
"stevegrossma"

To: **Sandra Bullock**

Cc: **Abe Zambrano**

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Subject: **Fwd: Genette Toone, pls give to your supervisor.**

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

To whom it may concern:

I wanted to take a moment to thank you for having an such an amazing employee, this employee is Genette Toone. In 2011, my mom and dad refinanced there mortgage with Citibank. This process became a disaster as taxes and escrow money were mistakenly put into someone else's mortgage account at Citibank, Citibanks fault, this took them more than 3 months to rectify. My parents, both somewhat elderely people, live on a budget and rely on honest people to make sure they do what needs to be done. Of course I help them as much as I can. Since December of 2011, Genette has been an amazing person and a great representative of the Village of Croton. She has taken time to guide my parents and I, and has kept us updated as to the progress with my parents taxes. She has been calming, caring, and so knowledgable, and my parents and I are so grateful for her. I want to thank Genette for everything she has done, and for being such a wonderful person. I would also like to thank the Village of Croton for having such a wonderful employee.

Best regards

Steve Grossman

Sent from my Verizon Wireless Phone