



DEPARTMENT OF THE AIR FORCE
AIR EDUCATION AND TRAINING COMMAND

12 December 2010

G-II and Lori,

First and foremost, thank you very much for what all you have done, it forever will never be forgotten. Our process of a short sale started with much confusion and basically no help—that is until we encountered the aid and consultation of your team. For that, please allow me to “summarize” our short sale process with others who may be seeking such services.

As I approached the end of my luxurious Air Force career, we were forced with a myriad of personal issues and financial decisions needing to be determined, in order to prevent a financial meltdown. Our number one decision was met by the need to short sale our home. But, before even proceeding with this endeavor, the question was, “what is a short sale?” Well, this huge disconnect was immediately met with the professional services of G-II and Lori. Meeting with G-II and Lori on our “personal” situation, they immediately knew our sale was going to be a rare one. However, they were determined to put their professional team together and provide us the 5-star services they were widely known for in the Valley (Phoenix area)—that is, short sale of homes.

Our endeavor started in Oct 2009; however, it was with Bank of America (BoFA), a bank known for their unpleasant quirks and tricks in the short sale process. Once again, we knew this “could and will” be a long and painful ordeal. To make a long story short, once the G-II Team found a buyer, we were blessed that they stuck with us from Jan 2010, to the closing in Nov 2010—yes, 11 months!

The Department of Veterans Affairs (VA loan) originally appraised the house higher for what the market pictured similar homes in the area, thus adding to a spiral breakdown and any forward progress with BoFA. This major concern was immediately addressed by the G-II Team, charting them with the need for VA to re-appraise the house. Of course, this was not an easy negotiation between BoFA and VA; it took the solid team effort of G-II and Lori to bring us back to the table and refocus on the end product—the successful short sale of a devalued home.

Now, I would like to end this letter with an excerpt from an email I sent to the G-II Team after our closing:

“This is great G-II! We want to thank you, Lori, and the rest of your colleagues for hanging in there with us on this endeavor. As you already know, the house is one of several hurdles we are dealing with—but, we cannot detract from the professional work your team has accomplished. At times the worse of “me” came out, and for that, I truly apologize. As I gear up for another visit to the Phoenix area next week to address other issues, it is great to know this one is a DONE DEAL!”

Sincerely,

//signed/lco//

CMSgt Leonard C. Owens, USAF, Retired