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9xx L _____ Blvd.
Bowling Green, OH 43402
November 13, 2003

Fifth Third Bank
Attn: Karen Seeliger
1032 North Main Street
Bowling Green, OH 43402

Dear Supervisor:

I stopped by your Fifth Third Bank location on November 12, 2003 around 4:00 in the afternoon. I had two simple transactions that I needed to take care of before my class at 4:30. Bee, one of the tellers, told me that she could help and was extremely friendly throughout the entire process. I cashed one check with no problems and then proceeded to tell Bee about my next request.

My husband and I had felt led to send a gift of money to a couple that was having some financial difficulty. However, we didn't want them to know the money was from us. We wanted to send them an anonymous bank check. Bee did not think there was any way to write a bank check without putting mine or my husband's name on it for tracking purposes. She could tell that I really wanted the check to be anonymous and gladly offered to go ask a supervisor for help. She came back very quickly with a solution and was able to print the check without my name on it. Instead, she typed it separately on the bank copy as well as on my personal copy.

The bank was very busy at this time in the afternoon and Bee never rushed me or made me feel like I was making an unreasonable request. Instead, she was incredibly helpful and found a way to complete my request. I know this took her extra time, but she never complained or even looked frustrated.

I was extremely pleased with the service provided by Bee and the entire Fifth Third Staff. Please thank Bee on my behalf for her commitment to great service.

Sincerely,

K _____ T _____