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**Sent:** Wednesday, August 23, 2023 8:55 PM

**To:** Maura Cohen <[mcohen@linkbank.com](mailto:mcohen@linkbank.com)>; Brent Smith <[BSmith@linkbank.com](mailto:BSmith@linkbank.com)>

**Subject:** Sheila Perez-Smith

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Hello there,

My name is Johnny Reid, and I'm the new Housing Counselor for the Cumberland County Housing and Redevelopment Authority. As you probably know, our agency hosts monthly workshops for First Time Homebuyers. This workshop empowers prospective homeowners with knowledge, resources, and confidence to make better choices when shopping for a home loan.

During these workshops, we ask relevant members of the professional community to join us and impart their unique expertise to our student-clients. One of our most successful working relationships has been with Sheila Perez-Smith. Sheila has been absolutely integral to our team, and continues to impress with her professionalism, honesty, and welcoming demeanor.

Purchasing a home is typically the largest transaction most people will make, and this transaction is neither simple nor well-understood by the bulk of the community. Sheila breaks down the process into more readily-understood segments which she delivers with kindness, courtesy, and a peer-to-peer tone that leaves one with the impression of speaking to a trusted friend.

She is truly a credit to Link Bank, and I'm sure I'm preaching to the choir here. But it's worth mentioning when someone goes above and beyond for clients, and doubly so when they have not yet become clients.

Thank you for sending such a great ambassador to our workshops. And I look forward to continuing to build on the working relationship between CCHRA and Link Bank as we grow.

***Johnny Reid***

Roving Manager/Housing Counselor

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