



Better Business Bureau, Inc.  
2217 E. 9<sup>th</sup> St., Suite 200  
Cleveland, OH 44115-1299  
216-241-7678 • FAX 216-861-6365  
[www.cleveland.bbb.org](http://www.cleveland.bbb.org)

January 15, 2009

Mr. Brian Cole, President  
First Nations Mortgage  
13001 Athens Ave., #250  
Lakewood, OH 44107

Dear Mr. Cole:

Thank you for your continued support of the Better Business Bureau.

Your BBB accreditation sets you apart as a business committed to ethical business practices and worthy of trust. No other affiliation means more to your prospective customers or provides the BBB's services to the community and our local marketplace.

During the past year:

\*We were proud to tell 195 prospective customers asking about your company that it is a BBB Accredited Business who maintains the BBB's business ethics standards. The average dollar value of each inquiry about your company was \$44900;

\*Your company appeared on 27 lists mailed to consumers seeking reliable companies with which to do business and appeared on many similar lists viewed from our website;

\*We were pleased to assist your company and its customer(s) in the resolution of 1 complaint(s) filed with the BBB;

Please remind your employees to take advantage of the VIP service they'll receive by calling their BBB Accredited Business Hotline (216-241-4476) for BBB Reliability Reports®, dispute resolution assistance, or simply advice. BBB alerts and newsletters are great tools to share with your staff to help them make better purchasing decisions and avoid fraud.

Finally, don't forget to use your BBB Accredited Business seal proudly in your advertising and literature distributed in our area. Thanks again for your support.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'D. Weiss', is written over a white background.

David H. Weiss  
President.