

David W. K. Godrich, [REDACTED]
Santa Maria, CA 93455

contact information hidden for customer privacy

30th December 2009

Heritage Oaks Bank
P. O. Box 7012
Paso Robles, CA 93447-7012

Re: Stephanie Pasos

Gentlemen:

I trust that this letter will get into the hands of your Senior Personnel Director, and/or President of the Bank.

The reason for this letter is the fact that the subject employee of yours is and has always been the most helpful and courteous of all your people in the Orcutt Branch of the Santa Maria Area.

Whenever in need, I have been able to turn to Stephanie who is always most helpful and knowledgeable in all aspects of the banking business. I have yet to pose a problem with which she is not familiar, but always very cheerful and ready to help in any way that she can, in accordance with the Banking Rules, set by the Regulators.

All too often you get reports that are unsavory, about personnel, but this letter is one of *praise without restraint* about Stephanie. I wish there were more like her in the industry. Please convey my sincerest compliments to her on her cheerful demeanor and work of always helping the Customers.

Sincerely,



David W. K. Godrich