



Corporate Office

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July 26, 2010

210 Douglas Street
Petaluma, CA 94942

167 Edith Street
Petaluma, CA 94952

579 Vallejo Street
Petaluma, CA 94952

575 Vallejo Street
Petaluma, CA 94952

1405 Caulfield Lane
Petaluma, CA 94954

1400 Caulfield Lane
Petaluma, CA 94954

306 Mountain View
Petaluma, CA 94952

1275 Lindberg Lane
Petaluma, CA 94954

154 Wilson Street
Petaluma, CA 94952

231 Wilson Street
Petaluma, CA 94952

700-709 Daniel Drive
Petaluma, CA 94954

400 Casa Grande Road
Petaluma, CA 94954

*Petaluma Ecumenical
Properties dba
PEP Housing*

Summit State Bank

Re: Mary Celestre and Petaluma Staff

To Whom It May Concern:

I would like to thank you for making our banking experience such a pleasure. We, PEP Housing, have opened numerous accounts with the Petaluma Branch, and the transition was smooth and the experience was very "hands on" by staff. Any questions that arose received an immediate response. I have never received such attention from a bank, and we have over 50 bank accounts with approximately 10 banks. When we need assistance from your bank, it feels as if we are your only customer.

After our first account was opened, Mary Celestre and her staff made the experience so convenient and seamless, that we have since opened many more bank accounts with Summit State Bank and will open more in the future.

Mary Celestre and her staff continue to give us great service and that keeps us coming back.

Thanks for showing us how **customer service** in the banking industry **should be.**

Sincerely,

Sibyl Lister
Finance Director
PEP Housing.



PEP Housing is a nonprofit corporation dedicated to providing quality affordable housing, housing support services and advocacy for the low-income community.

