

You get a 10 from me. As a provider of professional services myself, I am keenly aware of the need to be responsive and empathetic, to anticipate clients' questions and concerns, and to have practical, effective proposed solutions to offer. Doing these things makes it easy for a client to have confidence that they're in good, experienced hands, that nothing will fall through the cracks, that the transaction will happen just as expected. I know I don't always succeed in doing all of those things well - but, based on my experience, I believe that you do. Great job, and very much appreciated. Feel free to use these comments as you please.