



SunTrust Mortgage, Cumming, GA

CASE :: Pam Wright :: Mortgage Originator

Pam Wright is a mortgage originator and consultant with the SunTrust Mortgage office in Cumming, Georgia. She has been with SunTrust since 2001, but has been involved with mortgage origination for her entire career. She focuses exclusively on residential lending, primarily in the northern suburbs of Atlanta.

Pam met Craig Long through Realtor Marie Dinsmore of RE/MAX Professionals. Pam is a consummate professional with an extensive network of contacts, and thus most of her business comes through referrals. As such, Pam appreciates the power of a recommendation from a valued associate.

Pam also shares common connections with Craig, including strong roots in the community and their churches.

Nevertheless, as someone with a lifetime of experience and pre-existing connections with other closing attorneys, those bonds alone might not have been enough to bring Pam and Craig to the settlement table. "For Pam, it was the way Craig presented himself. "He was very professional and easy to talk to."

After their initial telephone conversations, Pam sent Craig a REFI (refinance mortgage package) and was impressed with the timely and accurate manner in which the settlement process was handled. All law offices have the same law license and office furniture; what distinguishes Craig and his team is the attitude they bring to the table and ultimately, to bear on the transaction.

"Our business is like every other mortgage business right now in that we are being challenged," says Pam. This competitive environment – and the fact that half of Pam's business comes from developers and realtors – makes it increasingly important for each closing to proceed smoothly. Pam finds Craig to be a valuable partner in making that happen.

"It is common in this industry for attorneys who are hurrying to deliver settlement statements to overlook some of the details," Pam notes. "We've found that when we're working with Craig, we receive our documents in a timely manner with no errors. If there is an issue that needs to be worked out, he always does what is necessary to get the job done."

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For Craig, smooth, stress-free closings are a specialty, resulting from careful planning and a detailed, organized approach. He and his team pride themselves on staging closings that take less time than most people spend at lunch.

Another key differentiator is Craig’s strong, customer-centric focus as well as accessibility and responsiveness. For Pam, who has a wide array of companies to consider when she makes a recommendation for closing attorney, this responsiveness can make a world of difference.

“The best thing I like is his accessibility,” says Pam. “If I leave a message, he calls me back immediately... that day or early the next. If I have problems, Craig is Johnny on the spot.”



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