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Laham, Michael S

From: Laham, Michael S
Sent: Friday, August 19, 2011 12:09 PM
To: 'mark.prudek@unionbank.com'

August 19, 2011

Union Bank
617 South 3rd Street, Suite B
Renton, WA 98057
Phone: 425-277-6866
mark.prudek@unionbank.com

Attention Mark Prude k

Be informed we came today to tell you we are closing out our account because Crisanta Cupsa was unbelievably rude to us for NO reason and you did NOTHING about it. Tatiana Schmidt Wilson ought to have your job since she apologized twice for Crisanta's grossly unprofessional infantile temper tantrum. NOW WE KNOW WHY WE NEVER SEE ANY OTHER CUSTOMERS IN YOUR BRANCH.

Be informed that we are going to another branch of Union Bank to close out our account. We do NOT give you the authority, that you so rudely took the liberty of taking, to send us a check in the mail. We have a direct deposit that has to be stopped, we have a refund of a deposit from First Bankcard for \$1,000.00 that your bank owes us if they do not send it back to us directly, and we have to be sure that we collect all of our \$30,000.00 plus dollars that your bank owes us.

WE DO NOT HAVE TO PUT UP WITH YOUR DOUBLE STANDARDS AND YOUR DOUBLE TALK
SO GOOD BYE AND GOOD RIDDANCE! ENJOY THE BAD ECONOMY THAT PEOPLE LIKE
YOU MAKE.

Most Sincerely Yours,

Michael S Laham and Elana Laham



Mark Prudek
Assistant Vice President
Branch Manager

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