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To whom it may concern:

I would like to share my personal banking experience with you. In my 42 years of personal banking, I have only used three banks. With my first bank, I did not think I would ever find a more positive experience. After moving to the second bank I realized I was wrong, and I now had the best possible. Or, so I thought. I clearly had not experienced BB&T customer service. The customer service of BB&T has been top notch, from day one. The responsiveness of the entire BB&T staff is second to none.

I am always impressed by the involvement of the executive staff within the walls of the bank and their involvement in the community. It is evident to all; BB&T is a part of the fabric of our community. Their participation in worthy charitable causes, as well as quality of life issues and programs, is very much appreciated. The lives of those living in our community and the economic development of our area are much improved by the men, women and corporate culture of BB&T.

Though I have never personally banked with SunTrust, I have worked in the community with many exceptional individuals employed by SunTrust. SunTrust has done a commendable job of having their representatives out in the community positively representing the bank and impacting the community.

I could not be happier to have these two fine institutions merge. I believe the outcome will be positive for the employees, management, and community. If I can be of further service or answer any questions, please do not hesitate to contact me.

Kindest regards,

Butch Miller  
Dealer Manager