November 22, 2017

Better Business Bureau of Greater Maryland

502 S Sharp St #1200

Baltimore, MD 21201

Telephone: (<THEIR PHONE FAX: <FAX>

<WEBSITE, IF APPLICABLE>

RE: COMPLAINT ACTIVITY REPORT Case #36138063

TO: Better Business Bureau of Greater Maryland or Authorized Representative

We are responding to a recent correspondence, original attached hereto, regarding a complaint or concern you received pertaining to a postcard sent and received via the United States Postal Service.

Per our research and review, we believe this complaint or concern is in error.

My name is Brentin Hess and I am the Manager and Authorized Person of Credible Homebuyers, LLC, an Active Domestic Limited Liability Limited Company in Good Standing with the Secretary of the State of Maryland, document number W18018119 filed on 5/9/2017 with an effective date of 5/9/2017, with supporting documents attached. Credible Homebuyers, LLC, is professional buyer of residential real estate in the state of Maryland. We use cash funds for the purchase of properties and we use licensed title companies and attorneys for our purchases in the state of Maryland and follow state and federal statutes and guidelines.

We locate and purchase properties using licensed real estate agents, referrals, market research and advertising. Based on our research, the subject property owner noted in the complaint received a card via the United States Postal Service upon their potentially interest in selling their property. We located their property and mailing information via our public record research available to the public at the county recorder and county assessor offices.  We were unable to contact them by phone, so as a last resort we sent them a postcard through the United States Postal Service regarding the potential purchase and acquisition of their property and transfer of ownership interest to our company.

**We have since removed this property owner and property address from our marketing list so they will no longer receive future marketing from our company.**

It is our understanding that our marketing materials comply with federal and state laws and statutes. We take public complaints and quality issues seriously and work hard to follow all guidelines, public and private. We appreciate you bringing this matter to our attention. If there is any further issue, please provide details of any state or federal infractions so that we can address it with our legal counsel and take appropriate corrective action.

If we do not hear back from you within 21 days, we will assume this matter has been corrected and resolved and no further action on our part necessary. If we do not hear back from you within 21 days, we will assume that any negative reporting against our good name and good standing in the public will be removed and/or suppressed. Again, we very much appreciate Better Business Bureau of Greater Maryland bringing this matter to our attention.

Sincerely,

Brentin Hess

Manager, Credible Homebuyers, LLC

:enclosures –original letter from Better Business Bureau of Greater Maryland, copy of Certificate of Good Standing from Florida Secretary of State