

From: [Lisa Purchase](#)
To: [John 3B](#)
Subject: Re: Your mortgage
Date: May 9, 2022 9:22:24 AM

John,

I still agree with everyone you've said. I have never dealt with this level of poor service from either this lender or FCT. I have also been repeatedly given timelines that have not been met.

This is still the cheapest mortgage option. If you would like to proceed with ILA with Keisha, I will pay for it so that you are not out any more money. The ridiculous amount of time, I cannot correct.

Let me know.

Lisa Purchase

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On May 9, 2022, at 9:12 AM, John 3B <john@3bsolutions.ca> wrote:

Lisa

Once again, this newest of a list of new dates is conditional on an uncontrollable third party that can be blamed for any further delays: "and your private lender sends in the current discharge statement today (ordered a week ago)".

That just gives you yet another excuse not to make that date.

Despite my telling you repeatedly how much the multiple delays have cost me; you still look for loopholes to evade responsibility.

Also, this still leaves me hooked on paying an illegal loan shark level of interest on that loan without you or the lender being held in any way culpable for your actions.

There is also no suggestion of any kind of your company accepting any responsibility for this roller coaster misadventure that has cost me so much

money due to no fault of my own.

I will remind you that in your email of April 29th, you noted: "I agree with everything you have said. This is unacceptable and if there was any way I could have sped things up, I would have."

As I noted earlier, I honestly don't know how you stay in business.

Regards,

John Ironside
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