

February 16, 2009

I Was a Golden West Employee for over 20 Years

I worked at World Savings from 1984 and I'm still here, though now we are Wells Fargo.

This makes me absolutely crimson with fury. At World Savings, having integrity and honest dealings with our customers (and each other!) was carved in stone. Customer Service was #1...it was the beginning and the end, it was ALL. Mr and Mrs Sandler were the best bosses and the most intelligent people I have ever had the pleasure of working for. They ran a clean shop, and no one can tell me different. It is unthinkable to me that these wonderful people have ever been dishonest in anything they did, including their business dealings.

I was there for over 20 years, and never, in all that time, did I catch even a whiff of dishonesty or "tricky" lending practices. I worked on the "Savings" side of the business, as they used to call it, but I also worked with folks on the "Loan" side of the business. I was a teller, I trained Customer Service classes, I built web sites, I managed in a Call Center. In all my many positions within the company over the years, no one had a bad thing to say about management, no one ever doubted decisions made by the "Higher-ups". Having honest dealings with our customers and ensuring full disclosure to them was not just expected, it was The Law. I know that the rumor-mill would have been in high-gear and spinning like a lathe if there was even a hint of anything "fishy" going on.

It breaks my heart to read these news reports; which are extremely biased. While it is true that One bad apple can spoil the whole bunch, it saddens me to think that the years of hard work Mr and Mrs Sandler put into running an efficient, frugal and honest company can come tumbling down now because of other lenders were unscrupulous and one (!) apparently very disgruntled former employee. There is no guilt here. Just smart people who made good business decisions at the right times and who always put their customers and employees first.

I fully expected to retire from World Savings. The transition to working for Wachovia was not an easy one at my age and I expect the ongoing transition to Wells Fargo will not be easy, either. I was miserable when we got the news we had been sold to Wachovia. But, that being said, I want you to know that whether or not I am fortunate enough to be able to keep my job, I will always be thankful for where it all started in 1984...as a drive-up teller in New Jersey. The Sandlers gave me the opportunity to expand my knowledge, the training to do so and the ability to go where my interests lie, in IT and Web Development. They set the example in good business and personal practices and they showed the way to all their employees on the business basics we should all know without being told: honesty, integrity and being the best we can be: not just for the company but for ourselves and for our customers. They took nothing, and no one, for granted. I will always admire them and continue to put what they taught me over the years to good use, and to the use of good.

The Sandlers have always been as generous in spirit as they are with their money. I have nothing but good will for Mr and Mrs Sandler and the company that was once Golden West. They have

my prayers, my loyalty, my admiration, my gratitude and my good wishes. Thanks for hearing me out.

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