

February 19, 2009

**60 minutes interview**

To whom it may concern,

I am writing this email in response to the interview that 60 minutes did with Paul Bishop. I'm still wondering why 60 minutes would have given this gentleman any air time at all. I was with World Savings for 23 years. I started as the Receptionist and held a variety of positions including my most recent one as the Division Underwriting Manager. Every position I held at World including my first position as the Receptionist stressed QUALITY. It was never quantity but always quality. We used common sense underwriting standards rather than FICO driven underwriting. Instead of just looking at the FICO we reviewed the borrower's entire credit depth and overall ability to pay. We would deny loans where the borrower had a 700+ score but appeared to be in financial trouble or if the loan did not benefit the customer and was just being sold a loan by a greedy mortgage broker. We would also approve loans where the borrower's score was low but we could see it was because of a medical collection account from 4 years ago. Our outstanding appraisal process and underwriting guidelines at reduced LTV's allowed us to take this common sense approach. As the Division Underwriting Manager, we did monthly quality reviews on every member of our team and bonused the underwriters on these reviews. Monthly and quarterly training sessions always stressed quality. Our goals were simple; provide outstanding customer service, make quality loan decisions and ensure that the risk to the Association was minimal. We all took pride in the work we did and were glad to be part of such an outstanding company. I feel extremely fortunate to have been part of the World team for 23 years and to have worked for such fine individuals as Mr. and Mrs. Sandler. No one will ever take that away from me, especially a TV program that appears to have lost some of it's journalistic integrity or some disgruntled employee that came across as a bitter and desperate person.

Sincerely,

Kimberly Robinson