



11/2024

To whom it may concern,

I recently had a very good experience working with Laura Fitts of Schooley Mitchell. We engaged Laura to audit our merchant service expenses. In this economy every dollar counts, so we looked forward to seeing what savings could be found.

Call Center Connect is a women-owned telecommunications company offering a variety of services to a wide spectrum of businesses and industries. We offer an off-premise extension of your office with a staff that responds with accuracy and care, just as your office would handle an incoming call. Every client is important to us, and we strive to build those personal relationships with our clients to encourage growth and success. Laura's team analyzed our merchant service invoices to determine whether or not savings could be found. I was impressed with how easy this process was on our end. All that was required was a quick conversation about our setup and access to our invoices and contracts, and then Schooley Mitchell did all the work from there.

I was thrilled when Laura came back to me and presented the report showing that Schooley Mitchell was able to identify savings of \$34,787, representing a 95.5% reduction in our merchant service expenses. We are already planning how to reinvest these savings back into our organization!

Overall, my experience with Schooley Mitchell and Laura Fitts was excellent, and I would recommend them without hesitation. Laura is professional and passionate about the work she does!

Sincerely,

A handwritten signature in purple ink that reads "Mary Kief". The signature is written in a cursive style with a large, stylized "M" and "K".

Mary Kief
Owner, President
Call Center Connect