

2nd March 2020

Con Plastiras
Plastiras Lawyers
471 Adelaide Street
Brisbane, QLD 4000

To whom it may concern,

I am writing to you to applaud the incredible work of your colleagues Katie Kennedy & Joshua Pagotto.

My wife and I recently purchased a house and engaged a solicitor who in the days leading up to settlement, stopped responding to us via all communication streams. With less than 5 days to go before scheduled settlement I had to call multiple law firms who either didn't return my call or advised me they would not have enough time to complete the job, this was a very stressful and emotional time for me and my wife as we had paid our deposit, and risked losing it had we not found someone who could help.

It felt like a huge weight was taken off our shoulders when, as a last resort, I was referred to Joshua Pagotto who answered my call and assured me at 4pm that day, that he and Katie would be able to get the job done. Josh had a very relieving 'can do' attitude when I rang him in distress that day, he advised that he and Katie were going to get to work straight away and called me back before 5pm to let me know it had all been sorted and taken care of, we got sleep that night thanks to Joshua's fantastic communication.

We then had the pleasure of meeting what I would refer to as "the A team" (Josh & Katie) the next morning in your beautifully presented office. The friendliness, professionalism, confidence and down to earth nature that both of them presented that morning was second to none, and put both our minds at ease knowing that we had an incredible team working for us.

We are overwhelmingly thankful to Katie and Josh for everything they have done for us, their work ethic exceeded our expectation and is not comparable to anyone we have dealt with in the past. We could not speak any higher of them. Katie and Josh have provided a level of service which is unbeatable, they are a true asset to your firm. We will be forwarding any future business prospects from friends and family their way. We encourage you to promote them on any future venture they wish to pursue.

Yours sincerely,


Tim & Kelsey Patterson