## TOP AGENT

## "I DO MY BEST TO SET AN INDUSTRY STANDARD OF EXCELLENCE. MY GOAL IS THAT EACH AND EVERY HOMEOWNER HAS A GREAT EXPERIENCE."

## SAMANTHA ROBIN

The most successful people are those who are described to go "above and beyond." This is most definitely the case when referring to Samantha Robin. Her main focus is delivering superior service, understanding the goals of her

clients, knowing the details of the transaction inside and out in order to avoid surprises. She works hard to do her very best for her clients whether they are buying their dream home or simply refinancing their current home.

Self-motivated, intelligent, and ambitious, Samantha has set herself apart in the mortgage industry. She understands how daunting purchasing a home can be and how scary refinancing your existing mortgage can seem. She wants to alleviate that for people. She first thought about pursuing a career in mortgages when she was buying her second home. "I was intrigued by the process and wanted to learn more about it. Once I did, I decided I really enjoyed it and wanted to get involved," she explains. Today, she works with Inlet Mortgage in North Palm Beach, serving all of Florida.

Samantha stands out in the real estate industry due to her individualized approach to each transaction. If it's a new purchase, she'll complete a thorough approval for her clients prior to them even beginning the home search process. "There's nothing worse than when a client is referred to me after losing a home they had their hearts set on due to being 'pre-approved' by a big bank or loan officers and then denied because of their negligence. It's heart breaking. I work hard to avoid surprises. I take a lot of time with all of my clients in the beginning so we can

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get them the right loan product for their specific needs," she explains.

This means there are less bumps in the road once they begin looking at homes and submitting offers. "I'd rather clients see the entire picture from the beginning. My philosophy is to get it done right the first time." It is her goal to make the entire process stress-free and maintain her clients' happiness and satisfaction. After the transaction is complete, her clients feel that she was always available and there to help. Whether it's in the evening hours or over the weekend, Samantha is happy to assist. "Answering questions and addressing concerns are some of the most important factors of my job, they can always get in touch with me... I understand sometimes questions arise on a Saturday afternoon... that's OK, I am here for you, day or night," Samantha says. One recent testimonial attests to Samantha's willingness to help, saying: "Working with Samantha was a joy. She was knowledgeable, prompt, honest, and willing to answer any questions I had regarding the refinance of my house. She was able to save us more money than we had originally expected, and felt she was

genuinely looking out for our best interest. I look forward to working with Samantha again, and would highly recommend her."

Aside from Samantha's devotion to her clients, she is also involved in the community. She volunteers a lot of her time and is involved with her son in beach and city clean ups.

What was once an interest of Samantha's is now her genuine passion; she loves everything about the mortgage industry and can't imagine herself with a career anywhere else. Her excitement for the business derives from the people she meets and the various circumstances she encounters. "I like that I get to meet with various types of people. Every situation is different, everyone has different financial needs. It is rewarding to meet and help all of these people," she says.

And while situations and people are always changing, one thing that remains constant is Samantha's drive to deliver unparalleled service. "I do my best to set an industry standard of excellence. My goal is that each and every homeowner has a great experience."

FOR MORE INFORMATION ABOUT SAMANTHA ROBIN
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