Date: July 25, 2023 at 5:51 PM **To:** cyndiwardrealtor@gmail.com

Business Profile

Google



Your removal request is being assessed

Your request to remove the review below has been received and is currently being assessed. This may take up to three business days, and once a decision has been made you'll receive a follow-up email.



ROBERT HERNANDEZ



Very arrogant very pompous. Will never recommend her to anyone.

Cyndi Ward RE/MAX Success



Owner

Date: July 25, 2023 at 5:52 PM **To:** cyndiwardrealtor@gmail.com

Business Profile

Google



Your removal request is being assessed

Your request to remove the review below has been received and is currently being assessed. This may take up to three business days, and once a decision has been made you'll receive a follow-up email.



albert macias



A very entitled so called professional. Stay away stay far aeay!

Cyndi Ward RE/MAX Success
Owner





Business Profile

Google



Your removal request is being assessed

Your request to remove the review below has been received and is currently being assessed. This may take up to three business days, and once a decision has been made you'll receive a follow-up email.



Kevin Gallardo



Takes business decisions to personal



Cyndi Ward RE/MAX Success

Owner

Subject: Cyndi Ward RE/MAX Success - a review has been removed from your Business Profile

Date: July 25, 2023 at 6:23 PM **To:** cyndiwardrealtor@gmail.com



Business Profile





A review has been removed from your Business Profile

We have removed this review from your Business Profile because it appeared to violate our policies.



Very unpleasant to work with and rude.





Need any help? Visit the Help Center to learn more.

Google*

© 2023 Google LLC 1600 Amphitheatre Parkway, Mountain View, CA 94043 This email was sent to you because you indicated that you'd like to receive updates about reviews of your Business Profile. If you don't want to receive such emails in the future, please unsubscribe here.

Subject: Cyndi Ward RE/MAX Success - a review has been removed from your Business Profile

Date: July 25, 2023 at 7:05 PM
To: cyndiwardrealtor@gmail.com



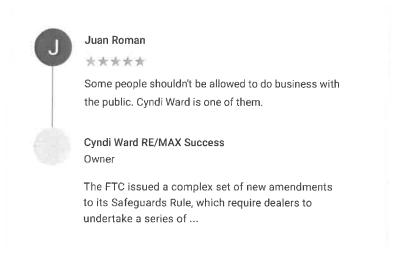
Business Profile





A review has been removed from your Business Profile

We have removed this review from your Business Profile because it appeared to violate our policies.



See all reviews



Need any help? Visit the Help Center to learn more.

Subject: Cyndi Ward RE/MAX Success - an update on your review removal request

Date: July 26, 2023 at 1:46 AM
To: cyndiwardrealtor@gmail.com



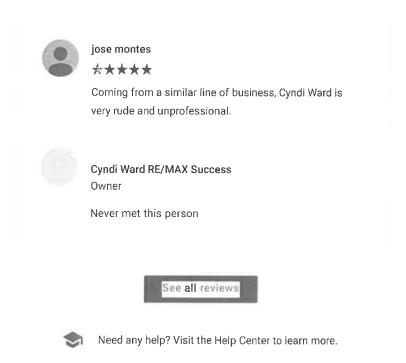
Business Profile





We have reviewed your removal request

Thank you for raising your concern. We have accessed the review, and have not found a violation of our policies. Due to this, the review will remain visible.



Subject: Cyndi Ward RE/MAX Success - an update on your review removal request

Date: July 25, 2023 at 11:46 PM **To:** cyndiwardrealtor@gmail.com



Business Profile





We have reviewed your removal request

Thank you for raising your concern. We have accessed the review, and have not found a violation of our policies. Due to this, the review will remain visible.



Google user



Very unprofessional and condescending in her approach. Would not recommend to other buyers in the market.



Cyndi Ward RE/MAX Success

Owner

Never met this person

See all reviews



Need any help? Visit the Help Center to learn more.

Date: July 25, 2023 at 5:49 PM
To: cyndiwardrealtor@gmail.com



Business Profile

Google



Your removal request is being assessed

Your request to remove the review below has been received and is currently being assessed. This may take up to three business days, and once a decision has been made you'll receive a follow-up email.



My Toyota Guy Jeff

Unpleasant to work with

Cyndi Ward RE/MAX Success



Owner



Business Profile

Google



Your removal request is being assessed

Your request to remove the review below has been received and is currently being assessed. This may take up to three business days, and once a decision has been made you'll receive a follow-up email.



Ginnaa Nieto



Terrible customer service. very rude when she answers calls and very entitled. Girl relax

Cyndi Ward RE/MAX Success



Owner

Date: July 25, 2023 at 5:50 PM **To:** cyndiwardrealtor@gmail.com

Business Profile

Google



Your removal request is being assessed

Your request to remove the review below has been received and is currently being assessed. This may take up to three business days, and once a decision has been made you'll receive a follow-up email.



fernando montesdeoca



was very rude unprofessional representation.of her company!

Cyndi Ward RE/MAX Success
Owner



Date: July 25, 2023 at 5:51 PM **To:** cyndiwardrealtor@gmail.com

Business Profile

Google



Your removal request is being assessed

Your request to remove the review below has been received and is currently being assessed. This may take up to three business days, and once a decision has been made you'll receive a follow-up email.



Russell Coyne



Cyndi seems very condescending and entitled. I feel buying a home from her would take the joy out of the experience

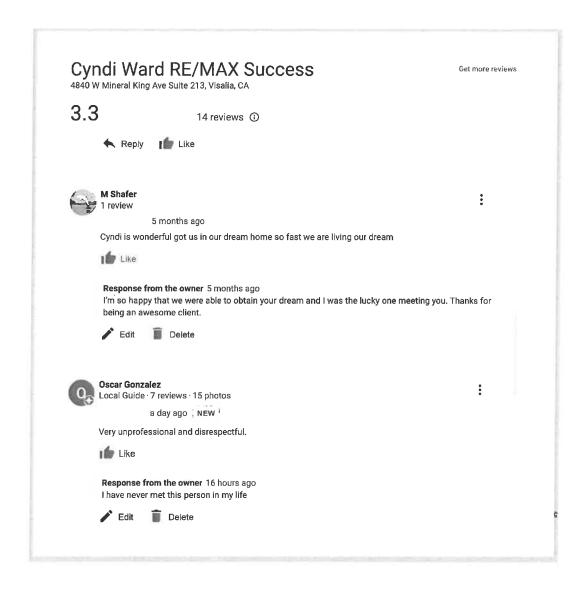
Cyndi Ward RE/MAX Success

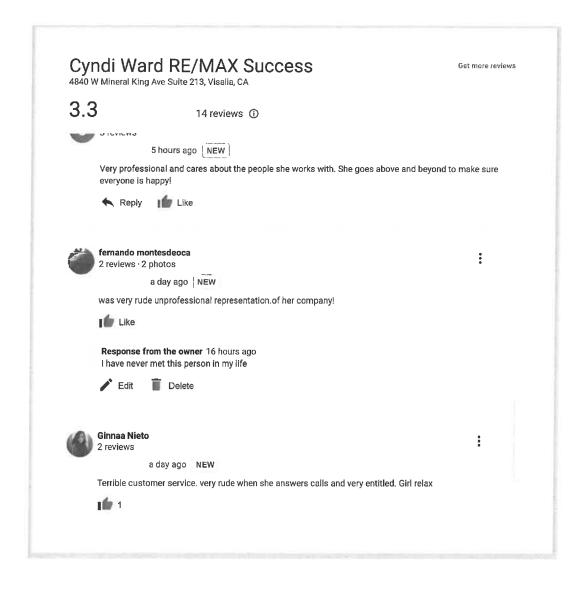


Owner



Cyndi Ward RE/MAX Success Get more reviews 4840 W Mineral King Ave Suite 213, Visalia, CA 3.3 14 reviews ① Don Mack 4 reviews · 2 photos Cyndi went above and beyond helping my wife and I find our first and forever home. She was available days, evenings and weekends throughout the process. She listened to our needs, and somehow figured out our wants as well - some of the ... More Like Response from the owner 5 months ago I was beyond blessed to have found you both. You guys were a joy to work with, finding that forever home. I am so happy you got the bubbly tub, I am jealous. Not only are you my past and future clients forever, you are my friends. Delete **Brandon Eslick** : 1 review 5 months ago Absolutely amazing and client first service! We felt confident the entire way through the complex process of buying a home. Once the deal was done, she didn't just collect a check and move on but she reaches out to check in from time to ... More 16 1 Response from the owner 5 months ago It was a huge pleasure to help you find your home for your future family, which has arrived. Thank you again for your continued support. I miss you both and hope to see you soon.





Date: July 6, 2023 at 6:41 PM
To: cyndiwardrealtor@gmail.com

Business Profile

Google

Your Business Profile report with 55 interactions* last month

See how Cyndi Ward RE/MAX Success at 4840 W Mineral King Ave, Suite 213, Visalia, CA 93291 performed in June 2023 compared to the previous month.

See full report

0 2

calls

message

♦ 45

people asked for directions

+28%

* 9

website visits from

profile

+800%

© 68

profile views

-19%

^{*}An interaction is when a customer calle messages you makes a hooking

Freeway Toyota

Edit your review

1835 Giendale Ave, Hanford, CA

4.6

1.924 reviews ①



cyndi ward

19 hours ago | NEW - Edit

I typically don't write reviews, but my experience with the Hanford Toyota dealership was absolutely terrible. The salesperson was pleasant, but the manager, Juan Roman, was absolutely dreadful. I had my eye on the Mojave model, and when we sat down to discuss the details, they presented me with a quote that was a staggering \$9,000 above the asking price. I clearly expressed that I had no interest in any additional features or extras. Surprisingly, the salesperson had to consult with the manager to see if that was acceptable. Meanwhile, the manager, who was just a cubicle away, became furious.

They returned with the same offer, this time with the extras at a lower cost, but I declined them once again. This seemed to enrage the manager even more, and he began yelling. Frustrated, I peeked around and let him know that I could hear everything. He bluntly stated that he didn't care and insisted that I should consider myself lucky for getting such a great price, as if It were a steal. I calmly explained that I had done my homework before coming to the dealership, which is why I knew what I wanted and what was a fair price. In an attempt to justify his actions, he mentioned that since I was a realtor, I should understand the importance of selling warranties to clients. I acknowledged that I do sell warranties, but I also mentioned that I usually cover the cost of warranties from my commission, almost 99% of the time.

I then proposed that if he was willing to cover the cost of the extras from his commission, I would be willing to accept them for free. However, that suggestion didn't seem to go over well

Feeling frustrated, I decided to proceed with financing. The finance officer was pleasant and processed my payment. As everything was finalized, the manager approached me and sarcastically asked if I was happy that I got my way. I replied, stating that I received what was advertised, so yes, I was satisfied. In a threatening manner, he warned me that if I uttered another word, he would revoke the deal. I calmly responded, reminding him that there is always someone above him whom I could speak to about the situation. Eventually, I was handed the keys, and we left the dealership.

In hindsight, I should have walked away and not purchased the car from that dealership, but doing so would have meant conceding to his unfair tactics. It's unfair to entice customers with a certain price and then add hidden fees to inflate the cost, only to become angry when the customer refuses to accept

Edit your review

Freeway Toyota 1835 Glendale Ave, Hanford, CA

4.6

1,924 reviews (i)

I then proposed that if he was willing to cover the cost of the extras from his commission, I would be willing to accept them for free. However, that suggestion didn't seem to go over well

Feeling frustrated, I decided to proceed with financing. The finance officer was pleasant and processed my payment. As everything was finalized, the manager approached me and sarcastically asked if I was happy that I got my way. I replied, stating that I received what was advertised, so yes, I was satisfied. In a threatening manner, he warned me that if I uttered another word, he would revoke the deal. I calmly responded, reminding him that there is always someone above him whom I could speak to about the situation. Eventually, I was handed the keys, and we left the dealership.

In hindsight, I should have walked away and not purchased the car from that dealership, but doing so would have meant conceding to his unfair tactics. It's unfair to entice customers with a certain price and then add hidden fees to inflate the cost, only to become angry when the customer refuses to accept them.

If you write a review be ready for them to violate the FTC privacy act and come after you personally like they did me. 11 negative reviews on my business page all employees of Toyota.



Response from the owner 20 hours ago

Although this review is well written, it is false. And people should be aware of the way they treat others and their actions in public. Writing a bad review making it seem like you are noble doesn't make it noble and true.

Management



Juan Roman General Manager

Habla Español

(559) 587-3500



Kevin Gallardo
General Sales Manager

Habla Español

(559) 772-3588



Fred Molano
Sales Manager

\((559) 772-3588



Jonathan Garcia
Sales Manager

Habla Español

\((559) 772-3588



Oscar Flores

Sales Manager

(559) 772-3588



Jeffrey Himes
Internet Sales Manager

(559) 772-3588

Vanessa Allen -



Mike Cook
Service Manager

(559) 772-3586



Orasone Thavisay
Finance Director

ພາສາລາວ

(559) 772-3588



Kevin Bunton
Finance Manager

\((559) 772-3588



Jose Beas Finance Manager

Habla Español

559) 772-3588



Jimmy Escobar
Finance Manager

Habla Español

(559) 772-3588



Gonzalo Ortiz

Finance Manager

Habla Español

559-772-4318

Finance To a ma fred Called was getting tred Travis was getting

Sales



Russell Coyne
Sales

(559) 772-3588



Patreece Jackson
Sales

\((559) 772-3588



Terra Ordonez
Sales

\((559) 772-3588



Mark Smalls
Sales

Habla Español

(559) 772-3588



Christian Medel
Sales

(559) 772-3588



Fernando Montesdesoca

Sales

(559) 772-3588

Keview



Cody Crujido Sales

(559) 772-3588



Fray Lopez
Sales

Habla Español

(559) 772-3588



Travis Jones
Sales

(559) 772-3588



Albert Macias
Sales

****(559) 772-3588



Daisy Rangel
Sales

559-772-4318



David Muniz
Sales

(559) 772-3586

. Sales Person -



Jonny Lopez
Sales

559-772-4318



Robert Hernandez
Sales

\$559-772-4318



Josh Coronado
Sales

\$559-772-4318



Jacob Stuhlsatz
Sales

559-772-4318



Melissa Escobar

\$559-772-4318



Gabriela Lara

(559) 772-3588



Yuliana Navarro
Cashier

\$559-772-4318



Priscilla Nieto

Cashier

559-772-4318