



## Episode 11: REALTOR® Safety: A Cautionary Tale

Let's be honest -- REALTORS® face an ever-changing industry. With emerging tech, growing trends, and a booming market, it's vital to keep up. Join me, Gilbert Gonzalez, CEO for the San Antonio Board of REALTORS®, as I get real with experts on what REALTORS® need to know about this industry. It's time to get real.

GG (0:23):

September is REALTOR® Safety Month, and we recently had the chance to hear from Carl Carter, Founder and Executive Director of the Beverly Carter Foundation. Carl's mom, Beverly Carter, was a REALTOR® who lost her life while doing the work she loved. Since losing his mother, Carl has dedicated his life to creating safety training and tools to make positive changes in agents' lives and businesses.

CC (0:44):

I founded the Beverly Carter foundation in January of 2017, and I did so in response to losing my sweet mom. My mom was Beverly Carter and tragically in September of 2014, so, we are right at six years ago this month, that my mom was taken from us while showing property. And so it is just, it's really put fire in my belly to tell her story and to develop other resources so that we can help people and keep, you know, what happened to my sweet mom from, from hopefully ever happening again.

GG: (01:25):

Carl took us back to that day and what led up to his mom's meeting with two clients she believed were moving from out of town and eager to find their new home. It's a scenario that so many REALTORS® can relate to.

CC (01:37):

You know, I think the reason why my mom's story resonates with so many people is that, you know, she kind of represents the average agent. She made so many decisions that I think a lot of us would have. So, I think that it's a very teachable story and as tough as it is for me to tell I'm happy to do so. My mom was, you know, she had been in the business, you know, a long time, about a dozen years at the time that she was taken from us. And she was, we live here in little rock Arkansas and so, she was a top producing agent in our market. And so, you know, I always kind of just, you know, disclaim that, you know, she knew many of the, you know, the safety, the safety protocols that so many of us do from, from being in the industry.

CC: (02:28):

But, you know, I always ask that, that as, you know, as we go through this presentation that people think about like, what would you do? What if you were in this situation? And so you, because, you know, I say that because kind of the, the first point to make in my mom's story is that she was targeted for reasons

that truly apply to all of us because in this business, because the, it was a husband and wife that took mom from us. They admitted that the reason why they selected my mom was that she was one, a rich broker and two, that she worked alone. And they had no access to my mother's financial information. What she was targeted for, was a perception of her wealth.

CC: (03:17):

GG: Carl hits on an important message. This perception of wealth that some people have of REALTORS®. He talks more on what this observation can teach agents.

CC: (03:27):

You know, so many of us in this industry, I think all of us, is, there is a perception in the public that if you are in real estate, that you are wildly rich and you get to set your own schedule, and it's very appealing for a lot of people. And of course, those of us that have been in the industry a long time, know that that is not always the case. And so, you know, the uncomfortable truth that, that we all have to face, and I think that it's a good time because it is REALTOR® safety month, that we can just say, you know what, I'm a good person, I do the right thing every day. But that doesn't mean that everyone out there, that I come in contact with, is going to have those same intentions.

GG: (04:11):

It's pretty common for agents to research a new client before meeting them, using the internet to Google them or look at their social media to get a sense of who they are. But the people who targeted Carl's mom turned the tables and did the same thing to her before meeting her.

CC: (04:27):

Unfortunately, you know, evidence was found on the laptop of this husband and wife that took mom from me that, that they had done some internet searching.

CC (04:38):

And so, you know, you probably heard safety instructors tell you before to do your due diligence, to search the history or anything that you can find online related to anyone new that you might be working with. And that includes go to, you know, go to Google, go to Yahoo, go to you know, Facebook profiles and see if you can find them and see if they are who they say they are. And see if you can learn about little ticks, little, you know, little clues that might let you know how to best serve them, or to know if, you know, maybe, maybe they're, you know, a bit unhinged, who knows. But, you know, it's eerie that, you know, we found out that, that my sweet mom, that these, these people have done just that type of internet searching on her, they had Googled her name.

CC (05:28):

They had gone to her Facebook profile and dug all through it you know. Being in real estate, you know, we want to be accessible to the communities that we serve. And so, my mom was no exception to that. She, her Facebook profile was 100% public. And, you know, I think maybe most eerie in my mom's scenario is that these bad people knew to go to online county records, to perform a search, to find out where my mom lived and property value of my mom's home. And so they had, just through some simple internet searches and, you know, perhaps part of that was also my mom's marketing presence, but just based upon that alone, they built in their mind that they have this perception of her, that she was so wealthy, and this is their words, that they would never have to work again.

CC (06:26):

And again, they didn't know much about my mom at all. And, you know, I always kind of joke that my parents probably wouldn't want me putting their personal and financial information out there, but truly that was just a perception because my parents we're not, we're not wealthy.

GG (06:44): Carl walks us through what happened that day, starting with the couple first contacting Beverly to let her know they are relocating to the area, and need her help finding a home.

CC: (06:54): So, imagine today that you began getting phone calls, texts, and emails, and you it's, it's a new buyer, you're talking about husband and wife. Their story is that they are moving in from out of state they're relocating due to work. And you know, it's funny, I often, you know, have to, you know, I jokingly have to tell people where Arkansas is, but you know, being, you all know exactly where we are. But so, they said they were moving in from Missouri relocating due to work. They were cash buyers. They were living in a kind of a temporary housing situation and really wanted a permanent home of their own as soon as possible.

GG: (07:42): This situation is all too familiar for most agents. An out of town buyer, desperate to find a new home and get settled as soon as possible. And a REALTOR® who loves what she does was eager to help them find their home.

CC: (07:54): My mom began doing like any of us would do, you know, she set them, she took their email address that they had given her, and she set them up for email alerts from the MLS. She began her search, part of my mom's practice, standard practice, which come to find out was a great, not only is a good safety, but it's good business. It's good for consistency. And quite frankly, once all the truth came out, my mom had, had documented so much about her captors and eventual murders. She, my mom filled out a paper client profile sheet on every client that she met. And so, this couple was no exception. She got their name, their phone number, the email address, and the types of homes that they were interested in. But mom didn't know, is that everything she had been told was a lie and she's interacting both phone call and texts with this phone number, having no idea that, that she was actually interacting with a spoofed number.

GG (09:03): This couple created a fake phone number to appear as if they were really in Missouri, where they said they were. But, in reality they were right there in the same town as Beverly.

CC: (09:13): This couple had downloaded an app on their phone that gave them a fake number, so it kind of masked the true number. And so, all of their phone calls and texts, my mom would flow through that, which that number was actually came through with an area code that matched that of someone from Missouri. And so, it actually kind of, maybe, I can only speculate, but maybe in some way in my mom's mind, that, that helped to kind of identify that, Oh, they are who they say they are. They said, they're moving in from Missouri, it's a Missouri phone number. But these people were never from out of state. These people were always from right across town. She had no idea that they had also, and this is a good reminder for all of us, to not look at an email address and the name associated with an email account and assume that that is fact because they had taken their fictitious names, created an email account with the fictitious names. That was what my mom set up the MLS alerts for, and so everything the foundation of working with this couple was built upon a lie.

GG: At this point, all the communication had been done by phone, text and emails and they had not met in person yet.

CC: (10:40): There had been no face to face consultation and there's no exchange of identification. So, my mom was trusting and believed what they had told her, having no idea that everything was a lie and that the husband on, you know, the, of this bad couple was a seven time felon, no idea. And so as, as my sweet mom sought to help them, she did like so many of us do, right. And Lord, especially now because, you know, inventory is so low everywhere. And my mom's facing a bit of that. She was facing a challenge

in trying to find a home that fit the specifications provided by this couple. And so, she began doing like, we all do.

CC (11:32):

She began talking it up with other agents in the office, Hey, you know, something that's going to hit the market. Will you let me know? I have a couple moving it from out of state here is, you know, here's what they're looking for. Just good service, right. And in the similarly, and I always joke that, you know, God, God loved those that love us as, as real estate agents, because they, they have a lot of patients because they have to hear about the ins and outs of all of our, our transactions. And my dad was no you know, no, no different. He, my dad was very familiar with the story that my mom had been, you know, had told him about this couple, which there's a lot of safety messages and all of that, right. Of letting people know who you're working with. And of course, letting your spouse or partner know who you're working with, what you're working on, not nearly as effective though, when everything that you've been told is a lie.

GG: (12:30): It's so easy sometimes to be outside this situation and think of all the things that could have been done differently. But, in reality these situations are so complex, and these were people who, were intent on doing harm.

CC: (12:43): I love and adore and missed my mom's so terribly and thing that I ever share about my mom has never intended to be victim blaming. I think that she was an incredible professional and she was seeking to serve. And unfortunately, some very bad people took advantage of that. What I'll tell you about this specific property makes the case for the importance. And we know when we talk about the importance of real estate photography, we don't really think about that being a safety concern, unless, you know, we don't want to photograph, you know, expensive items that might lure in people to want to, you know, steal, but this particular property, it's online presence at the time my mom was taken, was a way it was really atrocious that this the leading photo which is actually a pretty photo, nice house, but the three or four photos that followed, which was all that was online, was just a very dimly lit, dark, awful photos that really had no business representing this house at all.

CC (13:50):

And so, it was a surprise to my mom when the husband of this, this couple reached out to her about seeing this property. And it, you know, I think as an aside, it's, it's important to note that my mom was very familiar with this particular house. This house was in with located within the same community that my mom lived on. It's hard to tell by this particular photo here but this was like front property. My parents lived on the same lake. Really nice neighborhood, you know, half-acre lots and just a few doors down is where the pastor of mom's church lived. Just to certainly not a neighborhood or a spot that you would think, you know, that a violent crime could occur. But my mom knew that, that this property, she knew that it was in a state of disarray.

CC (14:44):

This property was bank owned. It had been sitting vacant for years. And so there had been issues of squatters that had gotten in there. There'd been issues of people that had unfortunately had gotten in this property and they, they had stolen anything and everything of value from, you know, the light fixtures to, you know, the you know, some of the plumbing, even down to the copper wiring. I mean, it's just, it on the inside the house was a mess. And my mom knew that. And, you know, so we have to, while we can only assume a lot of things about you know, my moms, what it was like to be my mom and in interacting. we can do know that my mom knew that this home was likely not a good fit for a couple that was moving in from out of state.

GG: (15:39): These were cash buyers and communicated that they were desperate to see the home. Beverly was hesitant, trying to balance her commitment to honoring her clients' request with what she knew about the condition of the property.

CC (15:51):

When, as my mom talked to him and we only know about how this conversation went from the bad guy himself. And so, he said, whenever he called my mom about seeing this property that she expressed some hesitancy, and it could have been because she knew about the state of this property. And she knew that perhaps this was a you know, this would be a waste of time because it wasn't going to meet their needs, or it could have been that she, we can only speculate, it could have been because she heard or felt something. Maybe it was, you know, that God given instinct about just his tone of voice. I mean, we can only speculate, but we do know that she was, she expressed hesitance and she made it a company policy during that conversation and what she told that husband and I think that this was very smart of my mom.

GG: But unfortunately, these criminals had a plan to get around this.

CC (16:59): I think that so, you know, being at, you know, perhaps a loss of words or, you know, sometimes, you know, it's easy to say what we would do in a situation that you find yourself in a situation and you're kind of fumbling, but we know that my mom made up a company policy and we know what she told him was at she, she apologized and said that she would be unable to show him this property because her brokerage prohibited her from showing property alone. And so that's a good tip. Right. But, and I think that this really makes the case for why we have to continue to have safety conversation, because then what do you do when that husband hands the phone to his wife and the wife says, Hey, I'll be joining you there as well. Would your company, and will your company be okay if the three of us meet at the property, I'll be coming straight from work. So, we'll all three have to meet there separately, but, but would your company be okay with that? And my mom agreed. That would be fine. And quite frankly, this, this part of the story is really when we're in person and we're all in a conference room together, this is really kind of where we pause. And we, and you see agents look around the room and this situation

CC (18:34):

Really resonates with a lot of people. Because when you think about scary situations, when you think about you know, situations that, you know, make us fear for our safety, or have the most potential for us to be victimized, many in my experience, and I'll even speak for myself here don't assume many of us don't associate violent crimes with women. And so, the fact that there was a wife involved, and then my mom was interacting with her made this feel safer than it was. And there was absolutely nothing safe about this as you guys know. I so, you know, in, as she, you know, as she was talking to the wife, then, you know, mom said, well, what we will need to do is we will need to set this appointment for no later than six o'clock.

GG: To provide herself another layer of protection, Beverly stipulated the showing would need to take place during daylight hours.

CC (19:42): And this was late September. And so, the days begin getting shorter, mom knew there was no utilities here. And so, she says that they not see the property show the property later than six. And so, she set the appointment for Thursday, September the 25th at 6:00 PM. And I'll tell you that day for mom was just like, you know, pre COVID, typically in real estate, my mom had gone to the office and she had an affiliate luncheon that she went to. She won 50 bucks, at the affiliate luncheon. She was excited about that. And she you know, after the luncheon, she went back to the office and of course she's interacting with agents and telling them what the rest of her day look like.

CC (20:32):

And right safety tip, she called my dad and said, Hey, I I'm going to show that house across the Lake, from where we live, I'm going to show it to that couple. That's moving in from out-state and whenever I'm done, showing the property, I'll pick up dinner, I'm on my way home. And I'll see you in a little bit.

And so, it I'm so glad she did that to let him know where, where she would be, but it wasn't enough. We knew where to look whenever she went missing, but it wasn't preventive enough for us to save her.

CC (21:15):

And so, my sweet mom arrived at this property early good safety tip. We know that she made a number of, of real estate related phone calls from handling business. From this, this driveway, we can be reminded of, you know, arriving early, not parking where a car can get blocked in.

GG: (21:39): Beverly had taken several precautions at this point. She had the showing set for daytime, in a neighborhood she knew well, she'd arrived early and parked her car in a way it couldn't be blocked in. She let her husband know where she'd be and who she would be with. She had even let other agents in her office know. And she also had spoken to the wife of the couple and felt more comfortable with her being present for the showing.

CC: (22:05): And so, you know, all those things, let's just assume all those things were done, right. But then at six o'clock, a black car pulls up beside my mom. A young Caucasian male with dark hair gets out and greets my mama. And I'm going to tell you two things that happened. We don't know which happened first, but we know they happened right at about the same time. My mom was approached by this man. And he began to offer apologies that his wife had gotten caught up at work. And his request was that my mom continued through with the showing and that if she would be so kind as to take photographs of the interior of this home and text them to his wife and answer any questions that the wife may have, that it would be as though the wife was there with them, you know, at least digitally and know right about the same time.

CC (23:07):

We don't know if it was before or after whatever mom begins getting text apologies from the wife. The apologies was that, you know, I'm so sorry. I got caught up at work. Do you mind taking these photographs please?

GG: (23:20): Even though this diverged from the original showing plan, Beverly continued to work with these buyers, staying in contact with the wife during the showing, unaware of what was coming next.

CC: (23:31): And so then again, we find ourselves in a bad spot. This is you know, there, there are a number of ways this can go. I will tell you the path that my sweet mom took. My mom agreed to show the property at the conclusion of the trial, my sweet mom, her phone had been found at the residence that this, this bad couple. And it was very eerie to get, to get my mom's phone and to realize that, you know, the last 10 photos on my mom's camera roll were of the interior of the house, that my mom, as she was touring this house, she was documenting her last moment of freedom. And she didn't even know that she was doing it.

CC (24:31):

It, this plan of asking her to do this and the wife keeping my mom distracted was perhaps the only smart thing that this couple did. It, you know, it put my mom in a position where, and how often do we find ourselves in these positions to where if you say, no, you kind of feel like you're being rude. I wish so badly she would have of course, you know, every time I tell this story, it's at this point in the story before my mom goes into this home, that, that I, my stomach burns on her behalf. My instinct kicks in for her

on her behalf. Like I want so badly for a different decision to be made. I want so badly for her to insist that the husband go in alone, but my precious mom was seeking to, to serve them and to help them.

GG: It was then that the couple's plans to rob her became known.

CC: (25:36): It was this moment that she was caught by surprise, that husband put a taser, to my sweet mama side. He's been very proud to admit that the last words of my mom's freedom were that she was about to have a very bad day. The bad guy had the most ridiculous lime green duct tape, And after tasing my mama, he taped her ankles together, her hands behind her back, entirely around her head, over her eyes entirely around her head, over her mouth.

CC (26:22):

He then went outside and got in his car and turned it around and backed it up to this house and opened up the trunk. And this, you know, maybe this because of the COVID environment we found ourselves in, and you know, maybe this that I'm about to tell you is, is the biggest takeaway for you. And it's something that you can share with your family over dinner tonight. And that is everything that I told you about at six o'clock, a black car pulls up a young Caucasian male with dark hair, gets out and greets my mom, they go into the home moments that are, he comes outside, gets in his car, turns it around, backs it up to the front of this home and opens the trunk. I tell you those details, and I tell you them that's specific because I know that they happen because every bit of that was witnessed by the next-door neighbor.

GG: (27:15): A neighbor had witnessed the abduction but failed to contact police. Carl offers this part of the story as a lesson to anyone who sees anything, they find suspicious, to contact police because you never know if it could save someone's life.

CC (27:28):

But it didn't come out until much later that evening when, when detectives were door knocking, asking neighbors if they had seen something. And so, the safety message that I really want some part. And I hope that you'll be more mindful of that because, you know, with all of us being stuck at home so much more than we ever have been because of COVID, you know, we really should have a strong baseline for what, you know, normal, safe behavior and activity looks like for our neighborhoods. And so, I hope that you will share with your family, the importance of, you know, reporting suspicious activity in the moment to law enforcement. That awful, awful, man, he put my mom in the trunk of his car and drove away, not knowing at that as, as he left that day, that he was actually foiling his entire plan.

CC (28:31):

And their plan was that they would take this rich realtor. They would hold her for ransom, and they would get her, it would just have my dad push all of this perceived wealth onto two accounts that are accessible via the cards in my mom's purse. And so then, you know, we, we talk about another safety tip. And so many of you ladies already do this, those ladies in real estate that I talked to do not carry purses on showings because for practicality, because it's the way for safety and security reasons. You know, I will, you know, of course some do carry their purses for, for some reasons, you know, including, you know, those that may be carrying some sort of personal protection device. But my mom didn't. My mom left her purse, often in her car likes so many of you ladies.

CC (29:32):

And so in his haste to kidnap my mama and put her in the trunk of the car and drive away, he, he forgot the very thing that he needed in order to get access to her money and, or lack thereof. It would have been a big surprise.

GG: By this time, Beverly's family had not heard from her and were starting to worry.

CC: (29:54): So much later that evening, you know, my dad contacted me and asked me if I'd heard from mom, you know, one thing led to another. And he said, well, she said she was going to show this property. And we, we found ourselves out there at that property that night, and we find my mom's car, but, and we find my mom's purse in it. And we find that client folder where she had documented all these details about these clients, not knowing that every bit of it was a lie.

CC (30:22):

It wasn't long before the plan kind of came, crashing it around them because that evening, as we set out there at that property, we didn't realize it, but the husband had left my mom locked in the bad guy's master bathroom. And he had given his wife a firearm and he said, you know, to guard the door and not let my mom escape, because he was going back out to get my mom's purse and they get to have access for money.

GG: (30:49): Realizing they didn't have Beverly's purse with her money and credit cards, one of the criminals headed back to the house in her car to try to get them.

CC: (30:58): And it, whenever we had no idea of knowing and how could we have, but my, that, that bad guy, like he arrived on the scene that night, where we were, and he was stopped and questioned about his knowledge of a disappearance of a local real estate agent. He denied knowing anything and got out of there. He did like so many criminals do is they think they have the best, the brightest plan.

CC (31:24):

Of course it's going to work. And then they see blue lights in his case, all he could think was I don't want to go back to prison, so I have to, where I had this plan of kidnapping for ransom, I'm just going to completely abandon that plan and I want to make this thing go away.

GG: Unable to retrieve Beverly's belongings, these criminals abandoned their ransom plan and made another decision.

CC: (31:45): And so, when he got back home to his wife and my sweet mom, they made the decision to end my mom's life. They took everything of value on my mom, these people, and I guess it's how you can do this type of crime is that you have the ability, this awful ability to dehumanize people. And they even, you know, they took my mom's wedding ring. They took, you know, my mom had a little cash in her pocket that she had wanted that affiliate luncheon. These people are so disgusting that, you know, the wife liked the shirt my mom was wearing while she was showing property that day. And so that shirt, my mom's shirt, was found hanging in that woman's closet.

CC (32:36):

But a, they took my sweet mom to the backside of private property, concrete plant, where they store trucks and was a very rarely used plant and taking that same ridiculous tape that my mom had been abducted with. They applied strips tape to my mom's face until mom could no longer breathe. And so, I lost my sweet mom at the hands of these awful people due to suffocation, they then attempted to bury my mom on that spot. Evidence video was found of them at a local retail store purchasing a shovel and again, their plan unraveled it, thankfully, you know, law enforcement was able to trace back to the original, the correct phone number by looking at my mom's phone records. I, I won't, I, it would take me all afternoon to talk you through the, the amazing detective work that was done on mom's case, but they were able to find my mom and her murders.

GG: Carl and his family went through a terrible tragedy that day, but with the help of detectives and the support of the REALTOR® family, they were able to bring these criminals to justice.

CC: (34:14): These, these awful people are, are in prison now. Unfortunately, the wife took a plea deal, so she will be eligible for parole in about 17 years from now. The husband is in, oh, the husband's in prison for a forever. So, he got two life sentences with no possibility of parole for, for capital murder and kidnapping. Again, and I can't emphasize that enough. They're amazing detective work on my mom's case, the prosecutors were amazing and really another amazing entity that really doesn't get, you know, our industry can get a bad rap and, you know, people say that real estate agents are one step up from used car salesman and, you know, whatever they call us. But I know, and my family knows that it was real estate agents that were in those soybean fields, looking for my mom. It was real estate agents that were doing everything in their power to keep heat on law enforcement, to keep the search strong.

CC (35:26):

We know that it was real estate that kept the judicial process really fiery that they, they, it was people took as an industry. Real estate took my mom's murder as a murder of like a family member as to one of their own. So, I say all that to say, please know that my family is eternally grateful to this, this amazing industry. My brother and I are both real estate agents now, after saying we'd never be real estate agents, you know, growing up real estate kids, but love, love, love our industry.

GG: Carl offers some key takeaways from his mom's story, in hopes of saving the lives of other agents.

CC: (36:11): If I may just in, you know, to kind of, to close, I want to, my mom's story is just kind of all over the place, but if we can just hit on a few of the takeaways today, cause it's so important to me that, that we learned something, right?

CC (36:26):

And so one, is that we through, we screen each and every client in a very fair way. We think, we think and talk about fair housing a lot, and I hope that we will screen our clients with that same type of integrity. I hope that you will insist upon pre buyer constant, you know, pre showing consultations, new binder consultations, whether that's in person and things are tough now. Cause a COVID, you know, worst case just you know, have a zoom and do whatever you can to, to get to know people before, before you show the property. Including if you can't get, if it's too awkward or you just can't get you know, the driver's license face-to-face have them text it

CC (37:17):

I think it's important for us to have a very real conversation that for those of us that may be new in the industry, that that can be an uncomfortable conversation to have. So, you hear all the real estate coaches talk about the importance of scripting and practicing thing and honing our craft. We, we also need to do the same with handling the objections that may be associated with providing an ID, having the consultation getting the proof of funds. So, so kudos to those of you with, with those recommendations. Cause you're spot on. Of course. I also want to just emphasize one more time that, you know, the bad guys in my mom's case did not match what a lot of people in their mind, especially with that wife being involved, that we used to have to beat diligent and treat everyone the same.

CC (38:07):

I hope that you will think of my mama on the outside of that house when she was faced with that awful decision of should she stay? And she knew the showing that she'd go, I hope that you will feel empowered like more than ever to listen to your God given instinct. I hope that you'll keep the conversation going, even if it can mean so much for you to just drop a, you know, when you're talking to a colleague, talking to a family member to let them know that it is important to you, that they stay safe because you care about them, that can make the biggest difference in someone's life. And so, I pray that you will keep the conversation going. And lastly, of course, when thinking about that neighbor and

witnessing everything, get it not being reported until it took law enforcement knocking on the door, I hope that you will feel empowered and not like the nosy neighbor to report anything that looks suspicious to law enforcement.

CC (39:08):

Let me be a resource for you. I'm so happy to share with you any of the training content we built at the Beverly Carter foundation. We have a website, we have social media, I hope you'll engage with us and follow us and help us be stronger, help us inspire, or hopefully inspire people to be safer with their business practices.

CC: (39:30): I hope in some small way that, you know, simple words and my sweet mom's story will make you more aware of the people on the periphery of your career. Like you've seen my case here. I hope that, that you're more mindful of the people that so desperately need you to come home safely each and every day. It's been absolute pleasure to share my mom's story with you. I know it's a tough story to hear. Trust me, it's a tough story to tell, but it is, it is truly my honor. So, God bless all of you and please, please stay safe.

GG: (40:12): We are so grateful to Carl for sharing such a deeply personal and difficult story with us. He has some great key takeaways to share, most importantly is to trust your instincts.

Thanks for listening to Get Real! Be sure to subscribe for future episodes and share us with your friends on Facebook, Instagram, and Twitter. More information on this episode can be found at [sabor.com/getreal](http://sabor.com/getreal). Until next time!