

November 25, 2015

Dear Chris:

*I just have to say how great your whole team is. I so appreciate the great service, especially your accessibility Chris and patient explanations regarding any question we asked, and there were many.*

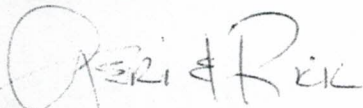
*The sale of our condo has been such a pleasant experience, especially as we are 800 miles out of state. Such a great distance away creates a lot of anxiety since we depended upon you and your team to handle this sale as if it were your own property and finances at stake; which you did.*

*We are grateful to have followed all your expertise and advice which resulted in an extremely quick sale and netted us more than the amount of profit for which we asked; and all without any hiccups or undue expense.*

*You have the best personalized customer service I have ever experienced. Should I know of anyone in need of a real estate company, your's will be the one I recommend.*

*I hope you enjoy the restaurant gift cards enclosed. Take sometime off and enjoy yourself.*

Thanks again,

A handwritten signature in black ink that reads "Geri & Rick". The signature is written in a cursive style with a large, looping initial "G" for Geri.

Rick and Geri Hernandez