

April 8, 2011

Pamela Hammill
Century 21 RFP Realty
3535 Pruneridge Ave.
Santa Clara, CA 95051

Dear Pamela,

I can't believe how incredibly lucky we were to have you as our real estate agent for the sale of Rich's parents' home. We had no experience selling a house but, because of you, that didn't matter. You provided expertise and guidance throughout the process. You know the Silicon Valley market, what appeals to potential buyers as well as how to market to them.

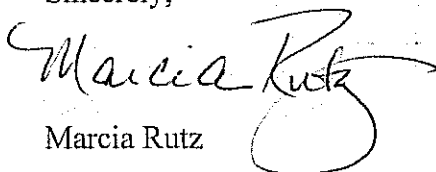
When we met to sign the listing agreement we discussed what needed to be done to the house to make it more appealing before it was actually listed. You brought in a team of highly skilled professionals – inspectors, painters, stagers, landscapers, repair men, electricians, cleaners, and photographers – to get the work we agreed on done as quickly as possible. All of them were either people you had worked with in the past or were highly recommended. In fact, some of them had done work on your own home. You handled all the scheduling and even kept an eye on what was being done to be sure it was exactly what we wanted. Each of the people who worked on the house did very good work at a reasonable price. In only a couple of weeks Mel and Louise's home was transformed from nice but very dated to stylish and contemporary.

The next step was marketing and, again, you did an outstanding job. We were not aware of all that you did to market the property nor did we need to be. The number of showings and the fact that we had two highly qualified buyers just a few weeks after the property was listed clearly indicate you did everything that needed to be done.

You also did things that I know most real estate agents do not do. You were a part time landscaper and handyman, fixing little things that you noticed were not what they needed to be. You were even a used car salesman when our original buyer backed out.

What more can we say about how terrific it was to work with you other than to ask if you could help us find an agent as good as you when it is time to sell our house here in Illinois? We really can not thank you enough for all that you did for us and for Mel and Louise.

Sincerely,


Marcia Rutz