

Mr. Steven L. Spears, President
Prudential California Realty
677 Portola Drive
San Francisco, California 94127

Dear Mr. Spears,

My husband and I are writing to express our gratitude for the exceptional service we received from Andrew Herrera II last fall. He was one of several agents we interviewed prior to selling our home of 30 years. We were relying on the moneys from the sale to fund our retirement and were very concerned about finding the right realtor. Andrew's initial presentation to us was so thorough that he almost seemed too good to be true. However, we soon discovered that he delivers what he promises and more.

His guidance throughout the process was both friendly and professional. His knowledge of the San Francisco housing market was critical in helping us set an asking price that led to a sale within three weeks at a price far beyond our expectations. (Several other homes in our neighborhood that entered the market with us remained unsold after our closing.) The inspectors and painters he recommended were prompt and skillfull. We were actually able to put our house up for sale earlier than we had anticipated. The property descriptions, ads and other print media were beautifully handled. We appreciated Andrew's personal touch when staging our home so it looked its best for showing. His eye for detail made us wish we had always appointed our home in this manner. Changes he suggested were inexpensive and minor, but gave the house a new look.

Andrew was very good about communicating with us in a positive and timely way. Although we said that a half hour notice before a showing was enough, he gave us 24 hours or more. He always called to let us know how showings and openings had gone and to share his impressions. He shouldered the burdens and the inevitable worries that such a sale entails, leaving us free to prepare for the next phase of our lives.

For us, this was the sale of a lifetime and Andrew was the agent of a lifetime. We feel so fortunate to have worked with him and highly recommend him to other buyers or sellers!

Sincerely,

cc Andrew Herrera II

Lorie Y

John L