

Andrew Herrera II
Prudential California Realty
617 Portola Drive
San Francisco, Ca 94127

Dear Andrew,

I am writing this letter to you on a plane in route to Philadelphia. As native San Franciscans, George and I will always miss our unique and beautiful city, but we look forward to the new adventures that lay ahead on the other coast. We especially look forward to building and to enjoying our huge Pennsylvania farmhouse.

It was a great feeling before shopping for our new home to know that our San Francisco home had already sold.

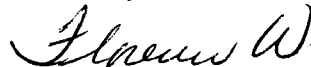
Thank you so much for making the sale of our home so quick and easy. I still can't get over that our house sold in one week with multiple offers (all over asking) with the winning offer being \$161,000 over asking!

I knew after visiting your open homes off and on throughout the last several years that you were the right agent for us. Your homes showed beautifully and were priced fairly – given the market situation at that time. I learned after visiting 'your homes' the work that was necessary to get my home in market ready condition. Although I had done much work on the home in the last year, the finishing touches and other details still needed attention. Thank you for providing a list of qualified resources to complete the task.

Your advice, service and high level of professionalism were superb.

George and I wish you much success. Please keep in touch. I'll send you progress photos of our construction project.

Sincerely,

A handwritten signature in cursive script that reads "Florence W.".

Florence W