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Andrew Herrera II, Realtor  
Prudential California Realty  
677 Portola Drive  
San Francisco, California 94127

Dear Andrew:

This letter is to express our deepest appreciation for the extensive time and attention you gave to the sale of our home. I'm sure you were aware of the difficult decision it was for my wife Glory in particular and me to sell the house that had been a warm, very comfortable home to us for the past fifteen years. We are indeed grateful for your hard work, comprehensive knowledge of the real estate market, and valued experience in working with clients contemplating selling property.

First, your gentlemanly nature, tact, diplomacy and work ethics in following through on every major and minor detail is nothing short of remarkable. Your very complete network of very capable associates, providing support services necessary for preparing the house for new owners, allowed us to make this transition with a minimum amount of stress, certainly common in these situations. Further, your guidance and suggestions regarding every phase of the effort, painting, cleaning, landscaping, showing, development of the flyer, description of the home and its potential, and assessment of the market clearly demonstrates your many years of experience and success as the top salesperson in the region.

One does not expect a real estate agent to be comforter, counselor, advisor, financial expert, marketing specialist, and person of complete openness, honesty, fairness and integrity. However fortunate for us, you were all of these things and more. Since Glory and I had never sold a home together before, your patience in educating us, dealing with our hesitation and concerns, occasional differences of opinion common with most couples, was very much appreciated. The energy and enthusiasm by which you approached us, and maintained during the entire process, made us totally confident in your judgment. You were always positive, encouraging us to look toward the future with hope and expectations. Leaving a home can be a traumatic experience, but your bright and cheerful outlook was always reassuring.

We are very happy for the new owners, and hope the house becomes their treasured home, bringing them as much happiness as it brought us. One cannot leave a home with so many memories without some sadness, but you alone made us realize that the memories of happy times and family gatherings will remain with us, and that this was really an exciting transition to the new life we had decided upon. We were enormously pleased at the extent of your patience, professionalism, dedication and total commitment to the entire effort. In addition, your willingness to listen and respond completely to all of my many questions was beyond the call of duty. Glory and I are totally convinced that we could not have found a more capable agent.

We know that future home sellers and buyers alike will consider themselves extremely fortunate in making your acquaintance and working with one having such talent, who clearly enjoys his work. Your character and personality is one that we admire, clearly key attributes to your noteworthy accomplishments to date and certainly long term future successes. Thank you again for your services and have a very happy and healthy new year.

Sincerely,

A handwritten signature in black ink, appearing to read "Samuel I". The signature is fluid and cursive, with a large initial 'S'.

Samuel I

A handwritten signature in black ink, appearing to read "Glory B". The signature is fluid and cursive, with a large initial 'G'.

Glory B