

May 29, 2002

Ira & Carol Serkes  
RE/MAX Bay Area  
1758 Solano Avenue  
Berkeley, CA 94707

Dear Ira & Carol,

As we told you on the phone, after striking out once again in this insane real estate market, we've decided to remodel our house instead of buying a new one. We really appreciate the work you did for us, though, and since you aren't getting a commission out of this, we wanted to write at least, and let you know how much we appreciate the way you guys do business.

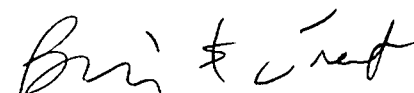
First, it's absolutely terrific to be emailed mls listings, complete with photos and full descriptions, customized to our price range, size and neighborhood requirements. It saves so much time and energy to visit only the open homes you know you're truly interested in. We were already favorably impressed with you guys for this reason, but when we started writing offers, you gave us more pleasant surprises.

When we asked you guys for comps, you responded overnight. And you provided us with a really comprehensive list, again by email with photos, descriptions and sale dates. You even provided a 5 year history of sales for the streets where the houses we bid on were located. Writing offers was never a rush; you blocked out hours of your time to calmly answer all of our questions and strategize with us.

Last but not least, you never tried to take advantage of this crazy market to pressure us, but gave us the information we needed to make up our own minds, only offering opinions about bids when we asked. And you did it all in a courteous and professional way, without being smarmy or manipulative.

We've told all our East Bay friends about you. Good luck. You deserve to prosper.

Yours,

  
Brian Mikulak & Trent Orr