

Mr. Steve Spears
Prudential Realty
677 Portola Drive
San Francisco, CA 94127

Dear Mr. Spears:

We are writing to tell you our story of working with Mr. Andrew Herrera, II, in our quest for the dream house. To make a long story short, Andrew is simply the *dream agent* for us. We would like to express our sincere thanks and recommend him for any potential home buyer/seller.

We were looking for an agent to help us sell our old house and buy a bigger one in San Francisco. We heard about Andrew through our friends, who had a great experience with him. Given the complexity and competitiveness of the market, we felt somewhat intimidated about the whole process in the beginning. Andrew put us at ease from the first moment. His initial presentation was very impressive compared to some other presentations we saw. We were mostly impressed by Andrew's level of professionalism. He came on time and well prepared. He was pleasant and the information he gave was very educational. He explained every step of the process and clarified many of our questions right away.

I can't say enough about Andrew's tips on getting the house ready. Since we were very busy, we did not feel we had enough time and energy to prepare the house. Andrew quickly put us at ease. He walked through the whole house and gave detailed suggestion/instruction for each room—down to where the wine glass should be. We followed every single suggestion. As a matter of fact, his tips are not only helpful for selling the house, but for organizing home life in general. We are still arranging our things following some of his words of wisdom!

The listing advertisement was beautifully written. The people Andrew recommended for various services were also nice and easy to work with. Once we had some problem with one company leaving the job incomplete. We called Andrew, and the workers were in our house the next day, finishing where they left off. Our house was remarkably transformed in three weeks.

Over 200 people showed up on the first day of the open house and our house sold with multiple offers within a week. It was impressive considering an economical down turn and the beginning of a war. The closing was more complicated than we anticipated due to the buyers' financial situation but Andrew was very patient and kept us informed during each step so we knew our position and options. He was a good advocate for us

and he was also very straightforward. Even during times when we were feeling frustrated about delays, we were always assured that Andrew was telling us everything and trying his best to help. In the end, we got a very good deal on the sale.

We were equally satisfied with Andrew's service through the house buying process. Again he helped educating us about the market condition and informed us about different options. Once we found a potential candidate house, he walked us through the process in an impeccably timely fashion, such that our offer was accepted with no other bids, before the house was even open. We got our dream house with our first and only offer, below asking price.

We are now in the busy process of moving into our new home but wanted to take a moment to let you know how much we appreciated the excellent professional service Andrew provided for us. We will always remember when he was running late for an appointment with us and he called saying he would be 5-7 minutes late. I think he arrived in about 6!

We would recommend Mr. Andrew Herrera, II, and your firm wholeheartedly for anyone looking to buy/sell homes in San Francisco.

Sincerely,

Garret Y . and Yifang Q

Cc: Andrew Herrera .