

Andrew Herrera  
Prudential Realty  
San Francisco

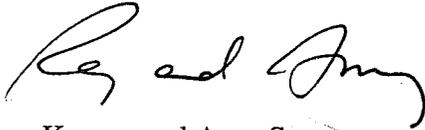
Dear Andrew,

We're writing to thank you for your excellent work as our agent in the sale of our home in Monterey Heights last month.

From your very first visit to meet with us and discuss the sale, your advice and business standards were consistently of the highest professional caliber, and throughout the process you remained committed to supporting our goals and preferences. Your pricing strategy was thoughtful and on-target, as was your judgment in every aspect of the sale process, including managing the delicate chess-game of relationships with buyers' agents.

We hope to have the opportunity to work with you again in the future.

Best wishes,

A handwritten signature in cursive script that reads "Ray and Amy". The signature is written in dark ink and is positioned above the printed names.

Ray K. and Amy S.