

Steven Spear  
Prudential Realty  
677 Portola Drive  
San Francisco CA  
94127

Dear Mr. Spear,

Though long overdue, I wish to commend and compliment your firm's agent, Andrew Herrera, for the exceptional service he provided to me and my wife at the end of last year. Andrew is, without any doubt or reservation, the most competent, talented, honest and knowledgeable real estate agent in the city of San Francisco.

At the end of September, while attending open house sessions in what we thought was the exploratory phase of moving from our longtime home in the Lakeshore District, my wife and I found a home in the Inner Parkside District that we knew would be right for us. We wanted to make a serious offer for the home, but had not yet engaged a real estate agent.

On the glowing recommendation of a trusted friend, we contacted Andrew. Within a few days, Andrew had arranged for us to meet with a loan officer, had set up required inspections and gave us the expert advice that we needed to submit a successful offer of purchase on the home. Andrew's knowledge of the market in the area, his expertise in the business and his skills at dealing with people made the purchase of our new home a smooth, swift and positive experience.

After buying our new home, it was essential that we sell our old home in a timely manner. Once again, Andrew's incredible business knowledge, talent and hard work paid off to our benefit. Our home sold within a few days of being listed for an amount well over our asking price and to a cash buyer who closed the purchase deal within weeks. Also, we will never forget Andrew's patience with our doubts on how to proceed and his understanding about the mixed emotions involved in selling our home of thirty-five years.

Though I'm certain that you are well aware of the fact, your firm is indeed fortunate to have Andrew Herrera as a member of your staff.

Sincerely,

William R.