

Mr. Andrew Herrera II
Prudential California Realty
677 Portola Drive
San Francisco, CA 94127

Dear Andrew:

When my wife and I decided to sell her childhood home we interviewed three realtors. Our purpose was to learn its market value but also to identify someone whom we could trust to represent us properly, particularly since we do not live in San Francisco.

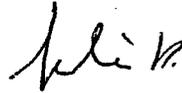
You met our needs exactly. You handled the preparations for sale energetically and efficiently, you organized several showings that attracted more than 100 interested people, and you answered our numerous questions expertly.

You proposed a suitable listing price and correctly predicted that bids would be higher and you explained why this procedure was preferable to an initially higher asking price.

When the bids came in, you evaluated them honestly and told us their individual strengths and weaknesses. When we accepted one of them, you made excellent suggestions to improve our formal response. After the contract was signed, you were energetic and resourceful in smoothing over several potential deal-breakers.

We were extremely pleased that your efforts and keen appreciation of the market made the sale so successful. We thank you very much.

Sincerely,



Leslie and Vera G.