

May 10, 2004

Dear Juliana,

I am writing on behalf of my husband Bill and myself to acknowledge you for the extraordinary experience we had in working with you. You conducted all phases of our business relationship in a profoundly professional manner. As we were interviewing potential agents you provided concise and straightforward answers to our questions. You also listened carefully to our questions and addressed the concerns in the background. This approach began to reveal to us the degree of experience and certainty we would come to count on from you as we moved through the sales process.

You effectively employed a team of people to conduct the transaction process. From the Harvard educated writer who crafted the description of our home to the myriad of assistants you employed along the way, we were always assured the activity that needed to occur to sell our home was underway. Further, for the most part the team was transparent to us. You continued to interact with us on a frequent basis assuring us of your ongoing attention throughout.

When it came time to review the multiple bids you garnered through your strategic offer submittal approach, you were prepared to describe the plusses and minus' of each proposal easing the decision of which bid to accept. In the end you secured the highest offer from the most qualified buyer with a highly experienced agent. This combination of attributes led to the best possible of all outcomes for both ourselves and the buyer.

Finally, you've continued to be available as we move through the close process. Our escrow will be complete in a few days and we know you will be there for us at the final walkthrough as we draw this process to an end.

Thank you for making the sale of our home such an enjoyable and profitable adventure. We could not be more satisfied and content with our experience of working with you and the results you produced for us.

With admiration and appreciation,

Peri Neri and Bill Steffenhagen  
658 Woodhams Road  
Santa Clara, CA 95051