

20 April 06

Ms. Jane Bigelow
Coldwell Banker manager
161 S. San Antonio Road
Los Altos CA, 94022

Dear Ms. Jane Bigelow,

This is a letter of commendation for Juliana Lee. I understand you are her manager.

Let me say that we have just had our third successful transaction with Juliana and if we ever have any further real estate service requirements in this area there is no doubt in my mind that we would come straight to her. I'll tell you why.

We had had not-so-great experiences with our first two realtors in the area so in 1993 when we needed to sell our Palo Alto home we decided to audition real estate agents. Juliana was the very last person we saw. She was very impressive and, I'm happy to say, we decided to put the sale of our home in her hands. Within a couple of weeks the house was sold for our asking price.

Then in 1997 we came back to the area from Berkeley and went straight to Juliana to help us buy a home, this time in the Menlo Park area. As before, she made sure we understood the market conditions before we undertook our tour. And quite a tour it was-short and sweet. When we arrived at Menlo Commons we found that the advertised condominium had already been sold. Juliana did not take No for an answer. Somehow she found out that there was another unit in the same complex, much better situated, which was for sale but not yet in the listings. She arranged a tour with the owner on the spot.