

August 28, 2011

Dear Glynis and Kevin,

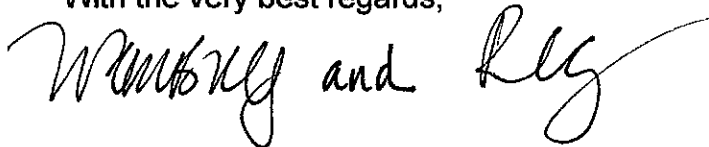
We are writing to thank you again and let you know just how pleased we are with the job you did as our realtor. We are very happy with our new home in Reston. We love our purchase, the neighborhood, and the community. Thanks for finding us such a great fit!

And the service we received from you was, quite simply, exceptional. We know that this was not a major transaction for you, but we always felt like your one-and-only clients. Your experience, patience, and hard work were amazing. Your local market knowledge of the area, metro construction, and attention to our other needs: financing options, securing an inspection, negotiating the contract – even picking up our house key after we closed – were all well beyond our expectations. And you were willing to do all of this for us over nights, during weekends, and even on holidays. It was all very, very impressive.

You have been a true delight to work with on a personal level as well, reassuring us and comforting us through multiple failed offers and right through the stress of closing. And it didn't stop there – we have been very impressed by your follow-up since closing. We can tell that you really care about our happiness and satisfaction, and that this clearly wasn't all about generating a commission.

Without hesitation, we will recommend you to our friends and relatives who are looking to purchase a home (and in fact, we already have!). Once again, thanks for a job well done!

With the very best regards,

A handwritten signature in black ink, appearing to read "Bob and Tram Grohowski". The signature is written in a cursive, flowing style.

Bob and Tram Grohowski