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May 3,2002

Kevin McLeod
Pacific Union Real Estate Group, Ltd.
1700 California Street, Suite 310
San Francisco, CA 94109

Dear Kevin,

I wanted to write you a sincere note of appreciation for all of the help, guidance and assistance you provided to me as my agent in landing my FIRST new home! You definitely played an integral role in helping me find the property that best suited my lifestyle and personal goals and for that, I can't thank you enough.

Your professionalism, honesty and attention to detail were very helpful in many of the situations that we encountered during my search. Your willingness and ability to present the tough questions to both the home sellers and their agents definitely allowed me to make more informed decisions a lot easier.

Lastly, your desire to be a part of the process from beginning to end and your willingness to keep a flexible enough schedule to accommodate me at every step in the process bears worth acknowledging as being above and beyond my expectations. I look forward to working with you again in the future.

Regards,

Casey Courneen
President, Blackstone Technology Group Inc.

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