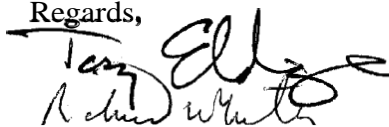

May 17, 2002

Dear Kevin,

Thanks for your efforts in helping us find our new home. Though we were your first clients, you seemed like a seasoned professional to us. Your attention to details and prompt responses to our concerns were a great help. It was a relief to finally work with an agent whose recommendations matched our requirements!

Regards,

Handwritten signatures of Tony Eldridge and Richard Whitley. The signature for Tony Eldridge is written in a cursive style with a long horizontal stroke extending to the right. The signature for Richard Whitley is also in cursive and is positioned below the first signature.

Tony Eldridge
Richard Whitley