

April 23, 2002

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

Dear Kevin:

I wanted to take this opportunity to thank you for all the hard work you have invested in our housing search.

I know that Annie and I can be very demanding clients and your patience is very much appreciated. Having never before purchased real estate, the guidance that you have provided us throughout this process has been invaluable. Your professionalism, diligence and knowledge about the San Francisco real estate market have dramatically reduced our anxiety levels as first-time homebuyers and have made the home-buying process simple and straightforward (as simple and straightforward as home buying can be in the Bay Area). The fact that you have never pressured us into making an offer that we were not comfortable with shows us that you have integrity and truly care about your clients. It's not just about making a "quick" sale to you. That is extremely important to us and we appreciate it very much.

I will recommend you without hesitation to all our acquaintances looking for property in San Francisco.

Again, thanks for all your help to date.

Very truly yours,


STUART FAGIN