

**LETTERS FROM**  
**PAST CLIENTS**

**1997- PRESENT**



# Prudential

## California Realty

October 17, 2014

Dan and Beth Cohen  
2016 Lemonwood Court  
San Ramon, Calif 94582

RE: 2016 Lemonwood Court, San Ramon (Sales Associate: Sue Smith)

Dear Dan and Beth

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Prudential California Realty, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes 10 No     

May we have a few examples: Everything was very organized from beginning to close of escrow. Including listing, staging, and inspection.

How did you come to select our Prudential Sales Professional? Through other sales in our neighborhood.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent x Good      Poor     

Additional Comments: Sue was wonderful to work with and made the entire process very easy for us. We will definitely recommend her to other people.

Warm regards,

Gretchen Pearson  
President (please email back to Sue Smith)



Prudential California Realty / Fine Homes  
395 Hartz Avenue, Danville 94526

July 20, 2014

Dan and Kelly Walsh  
3936 Sagewood Place  
San Ramon, Calif 94582

RE: 3936 Sagewood Place, San Ramon(Sales Associate: Sue Smith)

Dear Dan and Kelly

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Prudential California Realty, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: Sue is extremely thorough and diligent throughout the process. Sue worked very hard for our benefit and made sure our needs were met. Sue was truly a pleasure to work with.

How did you come to select our Prudential Sales Professional? Sue helped us buy our last home and assisted with our rental when we relocated to Bay Area in 2011. We've used her ever since that.  
Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional Comments: Sue is very professional, knowledgeable and very hard working.

Warm regards,

Gretchen Pearson  
President, Prudential California Realty  
3170 Crow Canyon Place, #170, San Ramon, CA 94583



# Prudential

## California Realty

*Chevron*

May 25, 2014

Tracey and Simon Gardiner  
3113 Withers Ave  
Lafayette, Calif. 94549

RE: 1495 Paseo Nogales, Alamo 94507 (Sales Associate: Sue Smith)

Dear Tracey and Simon:

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Prudential California Realty, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction?      Yes   X        No       

May we have a few examples: Very thorough with great attention to detail and was professional and patient throughout.  
Sue's experience and friendliness were greatly appreciated

How did you come to select our Prudential Sales Professional? Through Chevron

Please give us your opinion of the overall performance of our Sales Professional.

Excellent   X        Good             Poor       

Additional Comments: We were very happy with Sue and would recommend her to others looking to purchase in this area. She took the time to understand our brief and as a result we worked together as an aligned team, which made the whole process faster, more efficient and much less stressful than it could otherwise have been.  
Sue was a rockstar!

Warm regards,

Gretchen Pearson  
President, Prudential California Realty  
3170 Crow Canyon Place, #170, San Ramon, CA 94583



# Prudential

## California Realty

April 26, 2014

James and Cleo Lucas  
832 Columba Lane  
Foster City, Calif 94404

RE: 3591 Cinnamon Ridge, San Ramon (Sales Associate: Sue Smith)

Dear James and Cleo::

### **Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Prudential California Realty, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction?      Yes X      No     

May we have a few examples: Sue has great communication skills, so she kept us informed the entire time. She did a lot of research to come up with the correct sales price and was great in helping to review the offers. She also had fantastic recommendations on staging the house.

How did you come to select our Prudential Sales Professional? Sue was referred to us by a neighbor in San Ramon.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent X      Good           Poor     

Additional Comments: Sue did an excellent job from start to finish. She is a first-class and professional agent. We were also very impressed by her overall character and honesty. We highly recommend her.

Warm regards,

Gretchen Pearson  
President, Prudential California Realty  
3170 Crow Canyon Place, #170, San Ramon, CA 94583

Thanks,  
James Lucas

# Q Reports™ System

## Individual Survey

Member Name(s): Smith, Sue  
 Date Sent: 3/14/2014  
 CSR: 5 (out of 5.0)

Client Name: Wiesner and Smith, Susan and Edward  
 Date Returned: 3/25/2014

Did your sales associate...	Yes	No	No Response		
1. provide a competitive market analysis prior to offer?	X				
2. contact you after the closing?	X				
How satisfied were you...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
3. with counseling and needs assessment?					
4. with thoroughness of search process?	X				
5. with availability of associate?	X				
6. with associate's knowledge of area?	X				
7. with associate's negotiating assistance?	X				
8. with quality/frequency of communication?	X				
9. with associate's attention to details?	X				
10. What was your overall satisfaction?	X				
How likely would you be to...	Very Likely	Likely	Neutral	Unlikely	Very Unlikely
11. use the same associate in the future?	X				
12. use the same real estate company?		X			
13. recommend the services of sales associate to a friend, neighbor, or relative?	X				
14. recommend the services of real estate company to a friend, neighbor, or relative?		X			
<b>15. What was your PRIMARY reason for selecting your sales associate?</b>					%
Referred by a Friend					
Satisfied Past/Current Customer					X
Knew Sales Associate Personally					
Company Name/Reputation					
Walk-In/Open House					
Advertising					
The Internet					
Marketing Programs / Plan					
Yard Signs in the Area					
Sales Associate's Presentation					
Other (Please specify)					
<b>16. Comments</b>					
<b>Please offer any comments or suggestions you feel appropriate:</b>					

Your survey should allow for a "not applicable" answer. Our "sales associate" was extraordinarily good at remaining in contact throughout the process. She always responded very promptly to both phone calls and emails

# Q Reports™ System

## Individual Survey

Member Name(s): Smith, Sue  
 Date Sent: 3/14/2014  
 CSR: 5 (out of 5.0)

Client Name: Wiesner and Smith, Susan and Edward  
 Date Returned: 3/25/2014

Did your sales associate...	Yes	No	No Response
1. provide a competitive market analysis prior to offer?	X		
2. contact you after the closing?	X		

How satisfied were you...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
3. with counseling and needs assessment?					
4. with thoroughness of search process?	X				
5. with availability of associate?	X				
6. with associate's knowledge of area?	X				
7. with associate's negotiating assistance?	X				
8. with quality/frequency of communication?	X				
9. with associate's attention to details?	X				
10. What was your overall satisfaction?	X				

How likely would you be to...	Very Likely	Likely	Neutral	Unlikely	Very Unlikely
11. use the same associate in the future?	X				
12. use the same real estate company?		X			
13. recommend the services of sales associate to a friend, neighbor, or relative?	X				
14. recommend the services of real estate company to a friend, neighbor, or relative?		X			

15. What was your PRIMARY reason for selecting your sales associate? %
- Referred by a Friend
  - Satisfied Past/Current Customer
  - Knew Sales Associate Personally
  - Company Name/Reputation
  - Walk-In/Open House
  - Advertising
  - The Internet
  - Marketing Programs / Plan
  - Yard Signs in the Area
  - Sales Associate's Presentation
  - Other (Please specify)

**16. Comments**

Please offer any comments or suggestions you feel appropriate:

Your survey should allow for a "not applicable" answer. Our "sales associate" was extraordinarily good at remaining in contact throughout the process. She always responded very promptly to both phone calls and emails.



# Prudential

## California Realty

January 8, 2014

Ray and Marilyn Tresko  
 2056 Golden Rain Rd. #3  
 Walnut Creek, Calif. 94595

RE: 1046 Lehigh Valley Circle, Danville (Sales Associate: Sue Smith)

Dear Mr. and Mrs. Tresko:

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Prudential California Realty, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes X No     

May we have a few examples: Sue is very detail oriented what she says she will do she does; always punctual and upbeat! Has a professional demeanor and is super helpful! We were very pleased to have her represent us!

How did you come to select our Prudential Sales Professional? We met Sue at a Senior Center meeting and we liked her spirit!

Please give us your opinion of the overall performance of our Sales Professional.

Excellent X Good      Poor     

Additional Comments: You are very fortunate to have Sue on your team and I will happily recommend her and Prudential Realty in the future!

Warm regards,

Gretchen Pearson  
 President, Prudential California Realty  
 3130 Crow Canyon Place, #170, San Ramon, CA 94583

*Thanks for the opportunity to explain our relationship with Sue Smith!*





August 26, 2013

Gregory Close  
206 Country Meadows Lane  
Danville, CA 94506

RE: 206 Country Meadows Lane (Sales Associate: Sue Smith)

Dear Gregory,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes   x   No     

May we have a few examples: Sue did a great job in helping us identify and purchase our first home. Sue was very responsive, patient, and extremely knowledgeable about Danville.

How did you come to select our Alain Pinel Sales Professional? Met at open house.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent   x   Good      Poor     

Additional comments: Sue was calm and patient in helping us locate the perfect property. She also helped with our lender who was causing delays in the process. We love our new home and school for our two young boys.

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker



August 13, 2013

Brian Starr  
4 Serene Place  
Danville, CA 94526

RE: 4 Serene Place (Sales Associate: Sue Smith)

Dear Brian,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: (1) Sue listened + understood what we were looking for. Not only did she find + show us houses, but when the actual offer writing time came, she knew how to use advantageous terms.

How did you come to select our Alain Pinel Sales Professional? She was referred to us by my parents

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments: Sue was great! I would recommend her to anyone looking to buy a home in the Danville area

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker



August 9, 2013

Constancia Bills  
3128 Tice Creek Drive #2  
Walnut Creek, CA 94595

RE: 548 Everett Drive (Sales Associate: Sue Smith/Gretchen Scheid/Jane Gentile)

Dear Constancia,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: \_\_\_\_\_  
\_\_\_\_\_

How did you come to select our Alain Pinel Sales Professional? Reputation  
Have known of Sue Smith

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments:

Sue and her associates were in constant touch and good about explaining things  
Sue worked diligently to coordinate COF on property I sold & bought. Also pushed to have workers at the property I bought to meet deadline so I could move in.

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker

Connie Bills



July 9, 2013

Jean Sylwanowicz  
PO Box 624  
Gazelle, CA 96034

RE: 640 Morninghome Rd (Sales Associate: Sue Smith)

Dear Jean,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

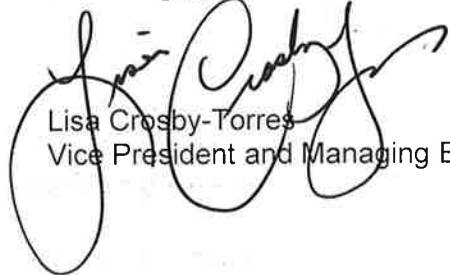
How did you come to select our Alain Pinel Sales Professional? Sue Smith  
has always been my agent - she's the best!

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker





June 8, 2013

Constancia Bills  
3128 Tice Creek Dr. #2  
Walnut Creek, CA 94595

RE: 3128 Tice Creek Dr. #2 (Sales Associate: Sue Smith)

Dear Constancia,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes 60% No     

May we have a few examples: Sue Smith & her team worked  
extensive to find the right place for me (to buy)  
Transaction were well-handled, explained to me.

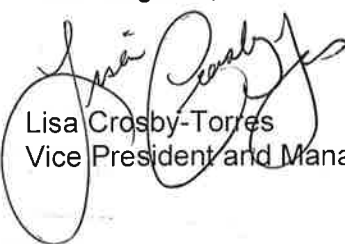
How did you come to select our Alain Pinel Sales Professional? I have known  
of Sue Smith's reputation as a good and caring professional  
Didn't even consider anyone else

Please give us your opinion of the overall performance of our Sales Professional.

Excellent ✓ Good      Poor     

Additional comments:  
They stayed with me, always in touch even after  
COE on both sale of my home and purchase of the  
new one. I could not have managed without  
her help. Great team! I highly recommend her

Warm regards, Connie Bills

  
Lisa Crosby-Torres  
Vice President and Managing Broker

*Cherron*

May 10, 2013

Isabella Lima & Paul VanOppen  
40 Copperfield  
Danville, CA 94506

RE: 3119 Sweetviolet (Sales Associate: Sue Smith)

Dear Isabella & Paul,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: phone calls were attended or were returned always; All paperwork was prepared completely with "walk-through".

How did you come to select our Alain Pinel Sales Professional? Indicated by Friends.

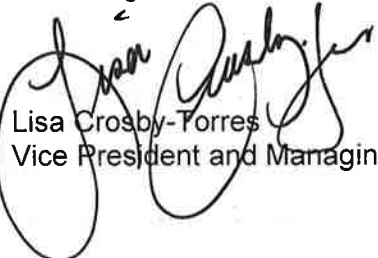
Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments:

Sue showed profound knowledge of the homes and local market, always friendly and helpful. We would recommend her to anyone wanting to buy a home in this area. Thanks Sue!

Warm regards,



Lisa Crosby-Torres  
Vice President and Managing Broker

## Sue Smith

---

**From:** Lima van Oppen, Isabella  
**Sent:** Wednesday, April 10, 2013 1:18 PM  
**To:** Sue Smith  
**Cc:**  
**Subject:** Thank you, I am still in chock...

*chuck*

Sue,

I cannot believe that we did it... I showed Luiz and Adriano. Both of them think it was a very good deal in this market conditions.

It is almost a miracle that we got this home in this market without having to add US\$50,000 more.

I do not have words to thank you... All your patient...

I personally think that your negotiation skills and your knowledge of the realtors (sellers) were key to make this deal to go through...

I found the model 3 in the internet – option in first floor with family room:  
[http://www.shapellhomes.com/communities/floorplans.cfm?community\\_id=294](http://www.shapellhomes.com/communities/floorplans.cfm?community_id=294)

Thanks for everything.

Best Regards,

Isabella



November 30, 2012

*Chermon*

Luiz De Brito  
8157 Briar Oaks Drive  
San Ramon, CA 94582

RE: 8157 Briar Oaks Drive (Sales Associate: Sue Smith)

Dear Luiz,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes X No     

May we have a few examples: OFFER / COUNTER OFFER NICELY DONE, RIGHT AMOUNT OF INFORMATION, GOOD COUNSELING OF PAPERWORK

How did you come to select our Alain Pinel Sales Professional? PREVIOUS EXPERIENCE FROM SOME FRIENDS WITH SUE SMITH

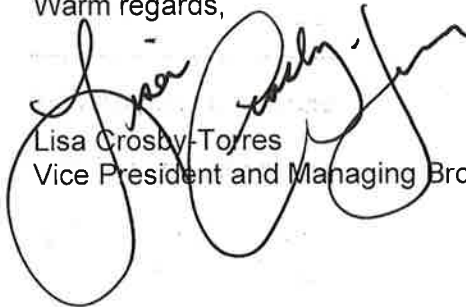
Please give us your opinion of the overall performance of our Sales Professional.

Excellent X Good      Poor     

Additional comments:

IT WAS MY FIRST HOME BOUGHT IN US AND SUE WAS PATIENT AND LOOKED FOR SEVERAL OPPORTUNITIES

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker





November 2, 2012

Vineet & Sweta Plaha  
6101 Bollinger Canyon  
San Ramon, CA 94583

*chevron*

RE: 2139 Forino Drive (Sales Associate: Sue Smith)

Dear Vineet & Sweta,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: SUE IS VERY THOROUGH & VERY PROFESSIONAL IN HER WORK. SHE REVIEWED DOCUMENTATION EXTREMELY WELL & HAS HELPED US WITH THINGS BEYOND HER NORMAL WORK SCOPE

How did you come to select our Alain Pinel Sales Professional? THROUGH CHEVRON. RELOCATION.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker





July 20, 2012

Dan & Kelly Walsh  
3936 Sagewood Place  
San Ramon, CA 94582

RE: 3936 Sagewood Place (Sales Associate: Sue Smith)

Dear Dan & Kelly,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: She was always looking out for our best interest, quick to notify us of new listings, always available to show us houses.

How did you come to select our Alain Pinel Sales Professional? She was the Agent that handled our Rental property.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments:

We Smith was extremely professional, we appreciated her follow through (she never missed a beat) we appreciated her suggestions and we're extremely happy with her as our Realtor. She exceeded all our expectations. She is an Amazing Realtor.

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker



March 30, 2012

Beth Barr  
883 Meadow Drive  
Fairfield, CA 94534

RE: 262 Promenade (Sales Associate: Sue Smith)

Dear Beth,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: Sue made an excellent effort to build rapport w/ agents that had interested buyers, especially the agent that eventually participated in the sale.


How did you come to select our Alain Pinel Sales Professional? Sue worked with me when I originally purchased the horse 12 years prior.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments:  
Sue went out of her way to be helpful and she had our best interests at heart. She was patient and provided sound advice throughout the process.

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker



February 24, 2012

Mary Knox  
2711 Saklan Indian Dr. #2  
Walnut Creek, CA 94595

RE: 1437 Twelve Oaks & 2711 Saklan Indian Drive #2 (Sales Associate: Jane Gentile, Sue Smith, Gretchen Scheid)

Dear Mary,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: PROMPT RESPONSE. PROFESSIONAL ADVICE  
IN DIFFICULT SALES PERIOD. COORDINATION OF 3 AGENTS TO  
SELL THIS HOUSE AND PURCHASE IN ROSSMOOR.

How did you come to select our Alain Pinel Sales Professional? \_\_\_\_\_  
SELLING YOUR HOME SEMINAR IN 2010

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments:

ALAIN PINEL HAS A NEW LISTING ON TWELVE OAKS COURT  
\_\_\_\_\_  
\_\_\_\_\_

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker

**Q Reports™ System**  
Individual Survey

*cheunen*

Member Name(s): Smith, Sue  
Date Sent: 1/5/2012  
CSR: 5(out of 5.0)

Client Name: Ueno, Adriano  
Date Returned: 1/23/2012

Did your sales associate...	Yes	No	No Response		
1. offer you the Quality Service Guarantee?	X				
2. provide written market analysis prior to offer?	X				
3. contact you after the closing?	X				
How satisfied were you...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
4. with counseling and needs assessment?	X				
5. with thoroughness of search process?	X				
6. with availability of associate?	X				
7. with associate's knowledge of area?	X				
8. with associate's negotiating assistance?	X				
9. with quality/frequency of communication?	X				
10. with associate's attention to details?	X				
11. What was your overall satisfaction?	X				
How likely would you be to...	Very Likely	Likely	Neutral	Unlikely	Very Unlikely
12. use the same associate in the future?	X				
13. use the same real estate company?	X				
14. recommend the services of sales associate to a friend, neighbor, or relative?	X				
15. recommend the services of real estate company to a friend, neighbor, or relative?	X				
<b>16. What was your PRIMARY reason for selecting your sales associate?</b>					%
Referred by a Friend					X
Satisfied Past/Current Customer					
Knew Sales Associate Personally					
Company Name/Reputation					
Walk-In/Open House					
Advertising					
The Internet					
Marketing Programs / Plan					
Yard Signs in the Area					
Sales Associate's Presentation					
Other (Please specify)					

**17. Comments**

*Sue is a very competent Realtor, DEEP knowledge of the Area and market and don't put pressure to close any deals.*

December 22, 2011

Mary and James Lauffer  
4120 Sugar Maple Drive  
Danville, CA 94506

RE: 4120 Sugar Maple Drive (Sales Associate: Jane Gentile and Sue Smith)

Dear Mary and James,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How did you come to select our Alain Pinel Sales Professional? \_\_\_\_\_  
\_\_\_\_\_

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments:

*Sue and Jane are wonderful. Great attention to detail. Excellent communication. They were on top of the process throughout both buying and selling our homes. I highly recommend them!*

Warm regards,



Lisa Crosby-Torres  
Vice President and Managing Broker



June 10, 2011

Lori Llewelyn & Linda Neyer  
4867 Cobbler Court  
Pleasanton, CA 94566

RE: 157 Valle Verde Court (Sales Associate: Sue Smith)

Dear Lori and Linda,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction?      Yes X      No     

May we have a few examples: \_\_\_\_\_  
\_\_\_\_\_

How did you come to select our Alain Pinel Sales Professional? Referral

Please give us your opinion of the overall performance of our Sales Professional.

Excellent X      Good           Poor     

Additional comments:

Sue went above & beyond in getting to  
a successful closure.

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker

# Q Reports™ System

## Individual Survey

*cheuron*

Member Name(s): Smith, Sue  
 Date Sent: 3/24/2011  
 CSR: 5(out of 5.0)

Client Name: Kerr, John  
 Date Returned: 3/31/2011

Did your sales associate...	Yes	No	No Response			
1. offer you the Quality Service Guarantee?	X					
2. contact you after the closing?	X					
How long...	< 30 days	31-60 days	61-90 days	91-120 days	121-180 days	> 180 days
3. did you expect your home to be on the market before it was sold?		X				
4. was your home marketed by your sales associate and broker before you accepted an offer?	X					
How satisfied were you...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	
5. with the advice/counsel offered by your sales associate?	X					
6. with the marketing plan developed and implemented for the sale of your property?	X					
7. with the price and terms of the sale?	X					
8. with the assistance your sales associate provided in negotiating the price/terms of sale?	X					
9. with the quality and frequency of communication provided by your sale associate?	X					
10. with associate's attention to details?	X					
11. What was your overall satisfaction?	X					
How likely would you be to...	Very Likely	Likely	Neutral	Unlikely	Very Unlikely	
12. use the same associate in the future?	X					
13. use the same real estate company?	X					
14. recommend the services of sales associate to a friend, neighbor, or relative?	X					
15. recommend the services of real estate company to a friend, neighbor, or relative?	X					
<b>16. What was your PRIMARY reason for selecting the sales associate you chose to market your property?</b>					%	
Referred by a Friend						
Satisfied Past/Current Customer					X	
Knew Sales Associate Personally						



## Sue Smith

---

**From:** Kerr, John (jkrr) [JKRR@chevron.com]  
**Sent:** Friday, February 25, 2011 10:37 AM  
**To:** Sue Smith; margaret.e.kerr@gmail.com  
**Subject:** Re: 2 Catalpa Ln/ Escrow # 1043347

*Chevron*

Hi Sue

Thanks for your help and we will recommend you to anyone moving in or out of SR.

Warmest regards.

John (Ian) Kerr

Mobile: +1 832 330 3741 Out of office sent from my blackberry.

----- Original Message -----

**From:** Sue Smith [mailto:suesmith@apr.com]  
**Sent:** Friday, February 25, 2011 09:56 AM  
**To:** [margaret.e.kerr@gmail.com](mailto:margaret.e.kerr@gmail.com) <[margaret.e.kerr@gmail.com](mailto:margaret.e.kerr@gmail.com)>; Kerr, John (jkrr)  
**Subject:** FW: 2 Catalpa Ln/ Escrow # 1043347

Meg and Ian

We have recorded your home to new owners--thank you again for choosing me and if you know of anyone else who is moving (up here or down there or any where) please let them know about me

Sue

Sue Smith

Alain Pinel Realtors

925-683-8238 cell

925-552-6194 fax

[suesmith@apr.com](mailto:suesmith@apr.com)<<mailto:suesmith@apr.com>>

[www.suesmithcalif.com](http://www.suesmithcalif.com/)<<http://www.suesmithcalif.com/>>

---

**From:** Angelique Avery [AAvery@nat.com]  
**Sent:** Friday, February 25, 2011 9:36 AM  
**To:** Loray Hawkins; [sue@suesmithcalif.com](mailto:sue@suesmithcalif.com)  
**Cc:** [lorayhawkins@rockcliff.com](mailto:lorayhawkins@rockcliff.com); Sue Smith  
**Subject:** 2 Catalpa Ln/ Escrow # 1043347

CONGRATULATIONS! We are on record

Thank you for the opportunity to be of service on this closing.

We look forward to another in the future.

[cid:image001.gif@01CBD4CF.69602AE0]

Angelique C. Avery (Angel)  
Branch Manager

North American Title Company  
1605 Tice Valley Blvd.  
Walnut Creek, CA 94595

## Letter of Recommendation

Mandy.Nelson@kp.org [Mandy.Nelson@kp.org]

**Sent:** Friday, January 21, 2011 7:39 PM

**To:** Sue Smith

**Cc:** Lisa Crosby-Torres

---

To whom it may concern,

Sue Smith stands out in my mind as the best realtor I have ever worked with. And I make that statement with plenty of realtor experience. Over the past 10 years, my husband and I have bought five houses and sold two homes which have given me personal interactions with at least a dozen realtors or more.

My experience with Sue is that she is hard working, extremely detail oriented, and proactive. She thinks 10 steps ahead. She's not only good with the process of selecting the right set of homes for you to view upfront, and later with the legal aspects of real estate, but she is also wonderfully diplomatic on the people side of the equation as well. She has an extremely professional demeanor which politely yet firmly keeps deals moving forward and people involved with the transaction in-line. She can't be intimidated, and handles difficult personalities well. She is also very witty, and loves to laugh and can find the humor in any situation. She has a positive energy and momentum that generally raises the mood and ambitions of those around her.

If we had not had Sue as our realtor, I can say with certainty, we would not have the beautiful home we are in possession of today. When our deal nearly fell through because of shenanigans with one of the banks, Sue doggedly sat on the phone for **six hours** to straighten out the mess. Most other realtors would have shrugged their shoulders and decided it was just too much trouble. But Sue Smith dug in her heels and refused to let my family loose the perfect house because of a bank mix-up. She alone rescued the deal and more importantly saved my family from countless days, weeks, and possibly months of stress and anguish caused by us having to start the home search all over again.

If you decide to work with Sue Smith, you'll find an advocate and a partner. She has "your back" even when you aren't with her. She'll be with you during the good times and the bad times, all the while bringing her positive energy and outlook to your home buying experience. She is the finest realtor in the Danville / Alamo / Lamorinda area and the one you can count on. Thank you Sue, for everything you did for my family and me.

Sincerely,

Mandy Nelson  
Director, Ethics & Integrity  
IT Compliance  
\*\*NEW ADDRESS\*\*  
Building E, 4th floor, #4123  
5820 Owens Drive, Pleasanton, CA 94588  
Office: (925) 737-4850 Tie Line 8-504  
Fax: (925) 737-2280  
Mobile: (510) 847-3940  
<http://kpnet.kp.org:81/kpit/areas/coo/tc/index.htm>

NOTICE TO RECIPIENT: If you are not the intended recipient of this e-mail, you are prohibited from sharing, copying, or otherwise using or disclosing its contents. If you have received this e-mail in error, please notify the sender immediately by reply e-mail and permanently delete this e-mail and any attachments without reading, forwarding or saving them. Thank you.



August 3, 2010

Richard Vest  
P. O. Box 1841  
Diamond Springs, CA 95619

RE: 7935 Crest Avenue (Sales Associate: Sue Smith)

Dear Richard,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: see letter

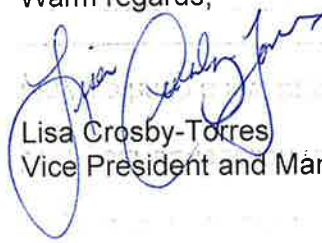
How did you come to select our Alain Pinel Sales Professional? \_\_\_\_\_

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments: see letter

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker

P.S. check out my website for my sculpture at [www.risingtidesculpture.com](http://www.risingtidesculpture.com)

*Handwritten notes:*  
Hello Lisa -  
I sent this letter to your office in Oct - you did not get it, here it is again along w/ this Aug 3 letter you sent -  
behand



**RISING TIDE SCULPTURE STUDIO**

P.O. BOX 1841  
DIAMOND SPRINGS, CA 95619  
(530) 626-7194

October 29, 2010

To: Alain Pinel Realty  
President  
588 San Ramon Valley Blvd  
Danville, California 94526

Dear Sir,

I am writing this letter about my experience with one of your top realtors, Sue Smith. A 92 year old friend of mine passed away earlier this year and she wanted Sue Smith to sell her house in Oakland. My friend had known Sue for many years and felt that she would do a great job in moving the property.

Well, it was a good choice because Sue was the right realtor for this job. Being in the Danville office, she worked with Steven Stratton, a realtor in the Oakland area, and together they did an amazing job.

This was no ordinary house to sell, as it was quite large and would be a challenge to sell in this housing climate, but Sue worked diligently to move the property.

After a few months she found the right person to purchase the property and told me that it was a "HUD"

loan so the process was more involved and more difficult to finalize.

But Sue worked very hard to comply with the requirements, meeting the appropriate people and hiring the right ones to clean the house out...all of these abilities characterize Sue as a "top notch" realtor, one with over 30 years of experience.

She knew how to handle any problems that would arise, was knowledgeable about requirements to keep the process going, was personable and approachable with regard to asking questions of her and was also aggressive when she needed to be to make it all happen.

I just wanted the top people at Alain Pinel, whether it is this office or the main Office to realize that Sue Smith is a very professional realtor and I would recommend her to anyone who has a property to sell. Alain Pinel Realty is lucky to have her as a great realtor.

Please send a copy to Sue and the appropriate realty professionals.

Sincerely,  
Richard vest, Artist  
[www.risingtidesculpture.com](http://www.risingtidesculpture.com)  
PO Box 1841  
Diamond Springs, Ca 95619 (530) 626-7194

A handwritten signature in black ink, appearing to read "Richard Vest", with a long horizontal flourish extending to the right.



August 23, 2010

Karen and Lynn Smith  
284 Paraiso Drive  
Danville, CA 94526

RE: 284 Paraiso (Sales Associate: Sue Smith)

Dear Karen and Lynn,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes X No     

May we have a few examples: Sue Smith knew the answers to all of our questions regarding pricing, inspections, comps, etc., etc., etc. Sue knows her Real Estate!

How did you come to select our Alain Pinel Sales Professional? We were lucky enough to meet Sue Smith at an open house.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent X Good      Poor     

Additional comments: ~~If/for~~ When we decide to sell, Sue Smith will be the 1st person we'll call.

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker

Karen Smith 8/24/2010





May 3, 2010

Susan and Thomas Luneburg  
64 Leeds Court East  
Danville, CA 94526

RE: 20 Bordeaux Court (Sales Associate: Sue Smith)

Dear Susan and Thomas,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: 1) Extremely responsive and easy to reach;  
2) Extremely knowledgeable; 3) Hard-working and  
persistent

How did you come to select our Alain Pinel Sales Professional? Sue acted as  
our broker when we came to Danville over 15 years  
ago - we have stayed in touch.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments: Sue is absolutely the best. She went above  
and beyond the call of duty for us, and  
we will always appreciate it. We're renting  
right now, but when we're ready to buy again  
in a few years, Sue will be the first person  
we call.

Warm regards,  
  
Lisa Crosby-Torres  
Vice President and Managing Broker



July 27, 2009

Maria and Ronaldo Marques  
1570 Veracruz Lane  
Weston, FL 33327

*check*

RE: 2129 Mornington Lane (Sales Associate: Sue Smith)

Dear Maria and Ronaldo,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: Process was fast and clean cut, with no  
mirages.

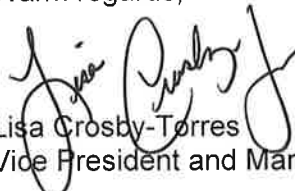
Why did you choose Alain Pinel Realtors? Part Experience, References

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments:  
Transaction was handled smoothly even with difficulties handling  
documentation accross borders.

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker







June 11 , 2009

Christine and Cary Immesoete  
5739 West Cog Hill Terrace  
Dublin, CA 94568

*Wells Fargo  
5<sup>th</sup> transaction  
9 years*

RE: 15 La Plaza Drive (Sales Associate: Sue Smith)

Dear Christine and Cary,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: *Sue kept in constant contact and was very easy to reach by phone. She tried to make this move as painless as possible by taking on the more ugly duties.*

Why did you choose Alain Pinel Realtors? *We chose Sue Smith who happens to be affiliated with Alain Pinel Realtors.*

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments:

*We have used Sue now for the sale of 2 houses and the purchase of three houses. APR is fortunate she works with you now.*

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker



February 23, 2009

Rita and Biren Shah  
6189 Kearny Way  
San Ramon, CA 94582

RE: 6189 Kearny Way (Sales Associate: Sue Smith)

Dear Rita and Biren,

*Thank you for your business and your time*

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction?  Yes \_\_\_\_\_ No \_\_\_\_\_

May we have a few examples: she represented us professionally  
and competently.

Why did you choose Alain Pinel Realtors? Patron client of Sue Smith

Please give us your opinion of the overall performance of our Sales Professional.

Excellent \_\_\_\_\_  Good \_\_\_\_\_  Poor \_\_\_\_\_

Additional comments: She is very good. We are very satisfied  
with her services.

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker



Thanks for  
me again doing  
a great job!

August 1, 2008

Cynthia and Michael Cain  
6320 Byron Lane  
San Ramon, CA 94582

chevron

RE: 6320 Byron Lane (Sales Associate: Sue Smith)

Dear Cynthia and Michael,

**Thank you for your business and your time**

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: Sue went above & beyond expectations. We had several problems with our relocation firm house appraisal and mortgage. Sue was the reason they were resolved.

Why did you choose Alain Pinel Realtors? Referred from a friend who had used Sue Smith for their move

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments: Sue is an exceptional agent. I would recommend her to anyone making a move to the East Bay area. She deserves your highest recognition.

Cynthia M. Cain

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker



April 11, 2008

Laurie and Elias Haldezos  
3032 Montevideo Drive  
San Ramon, CA 94583

*Sue -  
Your knowledge &  
hard work always  
shines through!  
Thanks for leaving  
another happy client!  
for*

RE: 3032 Montevideo Drive (Sales Associate: Sue Smith)

Dear Laurie and Elias,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: Sue worked very hard on both the buy/sell end to take care of all issues that came up during both processes. She always put our needs and interests first and was  
Why did you choose Alain Pinel Realtors? Referred by Sue's former clients, The Musante's. available 24/7.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments: Sue needs a raise. (Elias' input)  
we were very impressed with Sue's knowledge of Danville (builder's floor plans, etc). Sue was on top of every detail, extremely fast & sufficient in all aspects of our transactions.

Warm regards,  
  
Lisa Crosby-Torres  
Vice President and Managing Broker



April 25, 2008

Marilyn Weiss  
318 Del Amigo Road  
Danville, CA 94526

RE: 6982 Stagecoach (Sales Associate: Sue Smith)

Dear Marilyn,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: SUE SMITH IS VERY THOROUGH & FOLLOWS UP ON EVERYTHING.

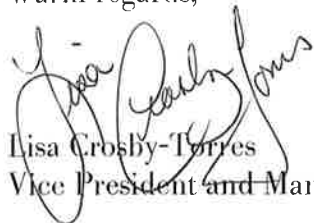
Why did you choose Alain Pinel Realtors? SUE SMITH

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments: SUE SMITH HAS BEEN OUR REALTOR/AGENT FOR 20+ YEARS.

Warm regards,



Lisa Crosby-Torres  
Vice President and Managing Broker



Thank you for a great job.  
Sue Smith

January 4, 2008

Leanne and Steve Ruesink  
129 Sunhaven Road  
Danville, CA 94506

RE: 129 Sunhaven Road (Sales Associate: Sue Smith)

Dear Leanne and Steve,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: Patient, thorough

Why did you choose Alain Pinel Realtors? referral

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments: We will always use Sue Smith and refer her whenever possible.

Warm regards,

Lisa Crosby-Torres  
Vice President and Managing Broker



November 16, 2007

Jean Sylwanowicz  
640 Morninghome Rd.  
Danville, CA 94526

RE: 640 Morninghome Rd. (Sales Associate: Sue Smith)

Dear Jean,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes X No     

May we have a few examples: Sue Smith is very thorough  
and also responds immediately to all phone  
calls.

Why did you choose Alain Pinel Realtors? Sue Smith

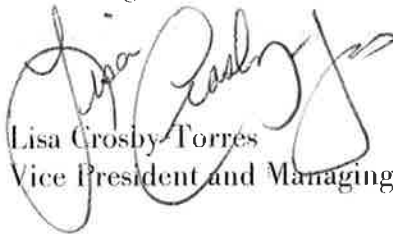
Please give us your opinion of the overall performance of our Sales Professional.

Excellent X Good      Poor     

Additional comments:

Sue is fantastic - I'll be sure to hire  
her for any of my Real Estate needs -

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker



June 19, 2007

Christine and Michael Musante  
226 Arthur Court  
Danville, CA 94526

RE: 226 Arthur Court and 605 Park Hill Road (Sales Associate: Sue Smith)

Dear Christine and Michael,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction?      Yes       No

May we have a few examples: We were very impressed with her marketing plan for the sale of our home. We were also impressed with her negotiation skills when we put offers on homes.

Why did you choose Alain Pinel Realtors? We knew Sue personally prior to her assisting us in selling/purchasing our home.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent       Good       Poor

Additional comments:

Sue is very professional, organized & thorough. I feel she is tops in her field and an asset to Alain Pinel.

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker





June 19, 2007

Susan Wiesner + Ted Smith  
2596 Oak Rd. #176  
Walnut Creek, CA 94597

RE: 2596 Oak Rd. #176 (Sales Associate: Sue Smith)

Dear Susan,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes X No \_\_\_\_\_

May we have a few examples: Excellent response time to both email and telephone. Extremely knowledgeable, if she does not know will research and get answer

Why did you choose Alain Pinel Realtors? Sue Smith

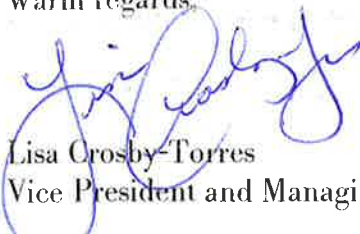
Please give us your opinion of the overall performance of our Sales Professional.

Excellent X Good \_\_\_\_\_ Poor \_\_\_\_\_

Additional comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker



April 30, 2007

Sara and Brian King  
1022 Deet Creek Ct.  
Pleasanton, CA 94566

RE: 4248 Garibaldi Place (Sales Associate: Sue Smith)

Dear Sara and Brian,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction?      Yes   X        No       

May we have a few examples: Sue went out of her way to make sure things were completed in a timely manner and that we were kept informed at every step of the way.

Why did you choose Alain Pinel Realtors? Sue Smith is our Realtor.

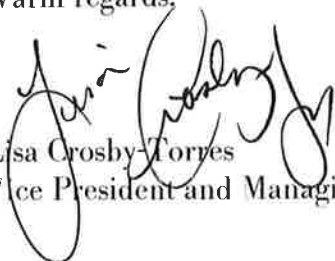
Please give us your opinion of the overall performance of our Sales Professional.

Excellent   X        Good             Poor       

Additional comments:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker



April 8, 2007

Nancy Swasey  
34 Paulette Ct.  
Danville, CA 94526

RE: 593 Indian Home Road (Sales Associate: Sue Smith)

Dear Nancy,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: *Despite a number of "curve balls" thrown her way, Sue was always on top of the transaction, thinking a step ahead of me, from the paper work and "big" → OVER*

Why did you choose Alain Pinel Realtors? *I chose Sue... you're just fortunate to have her...*

Please give us your opinion of the overall performance of our Sales Professional.

*Exceptional!!!* Excellent  Good  Poor

Additional comments: *I called Sue because she had contacted me from time to time over the decade I lived in my home. I knew she was experienced and I admired her tenacity without being over-bearing.*

Warm regards,

*Lisa Crosby-Torres*  
Lisa Crosby-Torres  
Vice President and Managing Broker

items to the smaller stuff that can drive a person crazy  
the final work - like getting a hauling company to  
show up on 24 hours notice when the one I arranged bailed  
on me... or using the Plain Deal Marketplace to sell  
my furniture in 2 days. She was there for me  
every step of the way and gave me such confidence  
in the process. I never worried about a thing  
and her willingness to communicate with me  
at all times of day and night was incredibly  
comforting.

While I know she had many clients and other  
projects to juggle during my sale, she always  
made me feel I was the only one on her to-do  
list.

I give her my highest recommendation.



April 4, 2007

Alice and Robert Juday  
9009 Falcon St.  
Danville, CA 94506

RE: 9009 Falcon St. (Sales Associate: Sue Smith)

Dear Alice and Robert,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes X No     

May we have a few examples: Yes, Sue Smith did everything she told us she would do & much more.

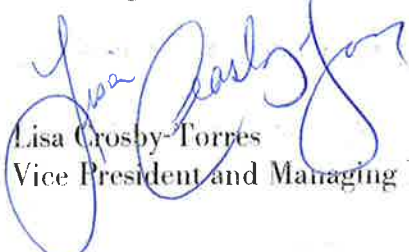
Why did you choose Alain Pinel Realtors? Seemed very professional and experienced.

Please give us your opinion of the overall performance of our Sales Professional.

Excellent X Good      Poor     

Additional comments:  
Again she went above & beyond. We were absolutely thrilled w/ the work Sue Smith put in for us.

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker



March 21, 2007

LOUISE DOVIO  
Louise and Robert Dovia  
7122 Penny Lane  
Maple Grove, MN 55211

Cherish

RE: 1751 Tice Valley Blvd. (Sales Associate: Sue Smith)

Dear Louise and Robert,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: SUE INFORMED US ABOUT THE PROCESS  
AND WE WERE ALWAYS INFORMED AS TO WHAT WAS  
GOING ON & WHAT TO EXPECT.

Why did you choose Alain Pinel Realtors? PREVIOUS EXCELLENT  
BUSINESS RELATIONSHIP WITH SUE SMITH

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments:

WE WILL ALWAYS HIGHLY RECOMMEND  
SUE SMITH TO ANYONE IN THE FUTURE  
& WE WILL DEFINITELY WORK WITH HER AGAIN  
IN THE FUTURE IF THE OPPORTUNITY PRESENTS ITSELF

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker



March 8, 2007

Sara and Brian King  
1022 Deer Creek Ct.  
Pleasanton, CA 94588

RE: 1022 Deer Creek Ct. (Sales Associate: Sue Smith)

Dear Sara and Brian,

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: MINIMAL PROBLEMS W/ AN ESCROW LESS THAN 30 DAYS

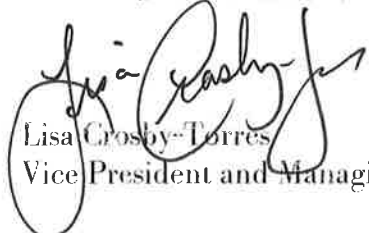
Why did you choose Alain Pinel Realtors? REFERRAL

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments: WELL DONE SUE SMITH

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker



June 28, 2006

Mr. and Mrs. Marques  
2129 Mornington Ln.  
San Ramon, CA 94582

*Sue  
Thanks for  
your professionalism  
Cherion*

RE: 2129 Mornington Ln. (Sales Associate: Sue Smith)

Dear Mr. and Mrs. Marques:

***Thank you for your business and your time***

I wanted to take this opportunity to thank you for your business and to ask for a moment of your time. At Alain Pinel Realtors, we care about your experience and our client relationships. We would appreciate your answers to the following questions. A postage-paid envelope is enclosed for your convenience.

Was your transaction handled to your satisfaction? Yes  No

May we have a few examples: SUE SMITH WAS VERY PROFESSIONAL AND GAVE US THE SUPPORT AND GUIDANCE THAT WE NEEDED TO FIND OUR HOME AND CLOSE THE DEAL.

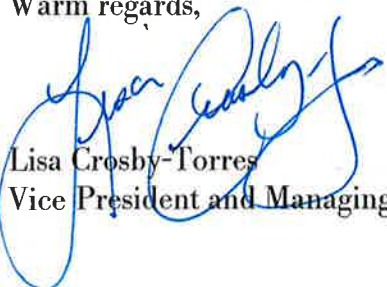
Why did you choose Alain Pinel Realtors? CHERION AND SIRVA RELOCATION REFERRAL

Please give us your opinion of the overall performance of our Sales Professional.

Excellent  Good  Poor

Additional comments: WE WOULD LIKE TO EXTEND OUR COMPLIMENTS TO SUE SMITH FOR HER EXCELLENT PROFESSIONAL SERVICES AND OUTSTANDING COMMITMENT TO US AS CUSTOMERS! WELL DONE.

Warm regards,

  
Lisa Crosby-Torres  
Vice President and Managing Broker





Alyssa and Phil Richardson  
4157 Amberwood Circle  
Pleasanton, Calif. 94588

January 31, 2006

chevron  
Great Job  
Sue  
(as usual :-)  
Alyssa

### May we have a moment of your time?

At Alain Pinel Realtors, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: She checked houses & their areas prior to mtg. w/ us. Also, she looked beyond our precept. to open up the Mkt.

Why did you choose Sue Smith at Alain Pinel Realtors? work agreement as a preferred vendor.

Overall, how do you feel our Sales Professional did?

Excellent  Good  Poor

Comments: Sue was helpful, friendly & fun. Additionally, she is a knowledgeable professional. I would recommend her to my friends/family. Additionally, I will

Thank you for your time. We appreciate your business and have enclosed a self addressed posted envelope for your convenience.

Truly yours,  
Alain Pinel Realtors  
  
Lisa Crosby-Torres  
Vice President

Thank you,  
Phil & Alyssa  
in the future



Realty Associates

June 28, 2005

Mr. and Mrs. John Makowsky  
23 Verbena Way  
San Ramon, CA 94583

*Excellent  
work free!  
Thank you!  
Jedi*

Dear Mr. and Mrs. Makowsky,

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

140 Summerfield Street  
Danville  
Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: ALL REPAIRS DONE ON TIME (HAD A SHORT WINDOW)  
SUE SMITH KEPT IMPORTANT ITEMS IN FOCUS

Why did you choose Empire Realty? TRUST / RELIABILITY IN SUE SMITH

Overall how do you feel our Sales Professional did?

Excellent  Good  Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelope for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President



Realty Associates

November 3, 2004

Mr. and Mrs. Robert Dolvo  
74 Cleaveland Road  
Pleasant Hill, CA 94523

Dear M. and Mrs. Dovlo,

*Chermon*  
*" Sue took time to understand ... "*  
*Great comments from another super-satisfied client. Thank you Sue!*  
*Judi*

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

74 Cleaveland Road  
Pleasant Hill  
Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: Sue made sure all documentation and processes were adhered to. She led us through our decision making process and left the final decision to us.

Why did you choose Empire Realty? We have worked with Sue in 2001 and she kept the relationship over the years.

Overall how do you feel our Sales Professional did?  
Excellent  Good  Poor

Comments: great inter personal skills, Sue took time to understand and appreciate our housing needs, and preferences.

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelope for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President



Realty Associates

July 3, 2004

Mr. and Mrs. Cary Immesoete  
5050 Hacienda Drive #618  
Dublin, CA 94568

*Wells Fargo*

*Our company is very fortunate to have Sue as a partner! Great job!*

Dear Mr. and Mrs. Immesoete:

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

4935 Sequoia Avenue  
Dublin  
Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: *It happened quickly and relatively painlessly. The price was decent enough to get many offers and still make a profit.*

Why did you choose Empire Realty? *We chose Sue Smith who happened to have moved to Empire Realty.*

Overall how do you feel our Sales Professional did?  
Excellent  Good  Poor

Comments: *You are fortunate that Sue moved to Empire. She is professional and easy to contact whenever there are issues.*

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelope for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President



Realty Associates

June 25, 2004

Mr. and Mrs. Charles Ziemba  
1150 Trowbridge Way  
Danville, CA 94506

*Chenison*  
*Excellent Service -*  
*Thanks. Judi*

Dear Mr. and Mrs. Ziemba:

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

1150 Trowbridge Way  
Danville  
Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: \_\_\_\_\_  
\_\_\_\_\_

Why did you choose Empire Realty? \_\_\_\_\_  
\_\_\_\_\_

Overall how do you feel our Sales Professional did?

Excellent  Good  Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelope for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President



Realty Associates

June 8, 2004

Ms. Marsha Thibodeau  
3998 Lakeside Court  
Loomis, CA 95650

*Smooth transaction  
Excellent!  
Thank you Sue.  
Judi*

Dear Ms. Thibodeau:

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

18480 Clifton Way  
Castro Valley  
Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: Transaction went very smooth

Why did you choose Empire Realty? Family friend

Overall how do you feel our Sales Professional did?

Excellent  Good  Poor

Comments: Sue did a wonderful job

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelope for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President

  
**EMPIRE**  
Realty Associates

May 10, 2004

Ms. Frances Stieglitz  
2421 Positano Ave  
Brentwood, CA 94513

*Thank you  
me. Judi*

Dear Ms. Stieglitz:

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

15 Smokewood Court  
Danville  
Sue Smith

Was the transaction handled to your satisfaction?    Yes     No

May we have a few examples: \_\_\_\_\_

Why did you choose Empire Realty? *I had known Sue Smith for quite a few years*

Overall how do you feel our Sales Professional did?  
Excellent     Good     Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelop for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

*Judi Keenholtz*

Judi Keenholtz  
President



April 30, 2004

Mr. and Mrs. Amede Hungerford  
418 Antelope Ridge Way  
Danville, CA 94506

*Sylvan Realty Associates*  
*You are a true full-service professional! Thank you!*  
*Judi*

Dear Mr. and Mrs. Hungerford:

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time. We value your opinion and would greatly appreciate your comments on the transaction listed below.

418 Antelope Ridge Way  
Danville  
Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: Gave us a driving tour of area, made time for us at the last minute

Why did you choose Empire Realty? Sue was recommended to us by Sylvan HR Dept.

Overall how do you feel our Sales Professional did?

Excellent  Good  Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelop for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President





Realty Associates

October 30, 2003

Mr. and Mrs. Dale Nelson  
10100 High Falls Point  
Alpharetta, GA 30022

*"We trusted her company"  
Wow!  
Great phone.  
Judi*

Dear Mr. and Mrs. Nelson:

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

20 Chadbourne Drive  
Danville  
Sue Smith

Was the transaction handled to your satisfaction? Yes X No \_\_\_\_\_

May we have a few examples: Sue was on top of things, she set a great price for the house and most of all we trusted her completely.

Why did you choose Empire Realty? Sue sold us our house 10 years ago, and we were very pleased with her.

Overall how do you feel our Sales Professional did?

Excellent X Good \_\_\_\_\_ Poor \_\_\_\_\_

Comments: We love Sue! She's always done a great job for us and we highly recommend her.

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelope for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President



Realty Associates

September 30, 2003

Mr. and Mrs. Albert Wong  
634 Promontory Terrace  
San Ramon, CA 94583

*2 Listen  
Yes you do Sue  
Congratulations  
JSA*

Dear Mr. and Mrs. Wong:

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

354 Laconia Way  
San Ramon  
Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: *Find the house <sup>we</sup> wanted. Focused listens hard working, knowledgeable, responsible & integrity*

Why did you choose Empire Realty? *Because of Sue Smith*

*Sue Smith*  
Overall how do you feel our Sales Professional did?

Excellent  Good  Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelope for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President



Realty Associates

August 1, 2003

Mr. and Mrs. Thomas Kahl  
770 Ynez Circle  
Danville, CA 94526

*"Sue Smith is an excellent agent"*  
*So true, Excellent work, Thank you!*  
*JFK*

Mr. and Mrs. Kahl:

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

770 Ynez Circle  
Danville  
Sue Smith

Was the transaction handled to your satisfaction? Yes X No \_\_\_\_\_

May we have a few examples: Excellent Paperwork Mgmt. Also Empire REMOVED THE FOR SALE SIGN A DAY OR TWO AFTER THE CLOSE (I LIKED THAT! NOT!)

Why did you choose Empire Realty? Saw Property During Open House - LIKED SUE SMITH.

Overall how do you feel our Sales Professional did?  
Excellent \_\_\_\_\_ Good \_\_\_\_\_ Poor \_\_\_\_\_

Comments: SUE SMITH IS AN EXCELLENT AGENT. PROFESSIONAL, EFFICIENT, GOOD LISTENER, GREAT ATTENTION TO DETAIL.

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelop for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholz  
President



Realty Associates

August 1, 2003

Ms. Courtney Diamond  
Sirva Relocation  
6070 Parkland Blvd  
Mayfield Heights, OH 44124

*Cherwon*

*Excellent work Sue!*

*Thank you always,*

*Jodi*

Ms. Diamond:

**May we have a moment of your time?**

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

4051 West Lakeshore Dr  
San Ramon  
Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: \_\_\_\_\_

Why did you choose Empire Realty? *Our relationship with Empire  
transparent choice*

Overall how do you feel our Sales Professional did?  
Excellent  Good  Poor

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelop for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President



# Realty Associates

July 30, 2003

Mr. and Mrs. Xenon Rasmusson  
2689 Fountainhead Drive  
San Ramon, CA 94583

*"If it wasn't for Sue, we'd probably be in Limbo"*  
*Sue really did an excellent job for these clients!*

Dear Mr. and Mrs. Rasmusson:

### May we have a moment of your time?

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time? We value your opinion and would greatly appreciate your comments on the transaction listed below.

2689 Fountainhead Drive  
San Ramon  
Sue Smith

Was the transaction handled to your satisfaction? Yes  No  *better than we expected!*

May we have a few examples: *was not a daunting task, smooth transitions between dealing with all people involved, inspectors, title company etc. - everyone was loan advisors*

Why did you choose Empire Realty? *We knew Sue Smith personally & I trusted her. She's easy to work with.*

Overall how do you feel our Sales Professional did?

Excellent  Good  Poor

Comments: *If it wasn't for Sue we'd probably still be in limbo as to buy or not. She got us motivated & reviewed our situation and said it was possible to move into the San Ramon Valley area. She pushed for us to get into the perfect townhome for new family.*

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelop for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President



April 3, 2003

Ms. Marianne C. McDonald  
377 Charles Street  
Williston Park, NY 11596

*Americant  
pres Kene  
Excellent  
Comments Sue!  
Andrew  
great job!*

Realty Associates

**May we have a moment of your time?**

Dear Ms. McDonald,

At Empire Realty, we want to make sure every transaction was a great transaction. In order to do that, we would like a moment of your time. We value your opinion, so please tell us what your experience was regarding your transaction at:

61 Eagle Lake Lane #21  
San Ramon  
Agent: Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: *The ads were when Sue said they would - she followed up on the interested parties & kept me informed each step.*

Why did you choose Empire Realty? *In fact I chose Sue Smith because of my prior experience with her.*

Overall how do you feel Our Sales Professional did?

Excellent  Good  Poor

Comments: *My decision to sell was a difficult one & Sue was very supportive, not pushing me which I appreciated. Her recommendation to engage a "stage" was very helpful in how my home was presented.*

Thank you for your time. We appreciate your business.  
We have enclosed a self-addressed posted envelope for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President

# EMPIRE

## Realty Associates

March 28, 2003

Ms. Gertrude Wilson (By HER NEPHEW)  
626 Morninghome Road  
Danville, CA 94526

"She is a real pro  
and a very nice  
person". Agreed!  
Thank you Sue!  
Sue

Dear Ms. Wilson:

### May we have a moment of your time?

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time. We value your opinion and would greatly appreciate your comments on the transaction listed below.

626 Morninghome Road  
Danville  
Agent: Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: GOOD ADVICE GIVEN <sup>EVEN</sup> BEFORE LISTING AGREEMENT SIGNED  
THOROUGH MARKET ANALYSIS, EXCELLENT STAGING, PRICING STRATEGY RESULTED IN  
A 2 DAY SALE.

Why did you choose Empire Realty? SUE SMITH HAD ESTABLISHED A  
RELATIONSHIP WITH MRS WILSON (HER FARM)

Overall how do you feel our Sales Professional did?

Excellent  Good  Poor

Comments: GERTRUDE WILSON IS A CLIENT REQUIRING PATIENCE +  
ATTENTION ~~TO~~ UNENDING FOLLOW-UP. SHE HAD TO BE ADVISED +  
ACTUALLY EDUCATED ON EVERY ASPECT OF MARKETING A 30 YEAR OLD  
HOME WITH NO UPGRADES. SHE HANDLED IT ALL - CONTRACTORS, PAINTERS,  
HANDY MAN SERVICES, SHE IMPRESSED OUR ENTIRE FAMILY. SHE IS A REAL

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted  
envelop for your convenience.

PRO AND  
A VERY NICE  
PERSON!

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz

Judi Keenholtz  
President

# EMPIRE

Realty Associates

March 23, 2003

Mr. Scott Westphal  
Ms. Gertrude Wilson  
2110 Cactus Ct #4  
Walnut Creek, Ca 94595

"Extraordinary  
Attentive  
Service"  
Fantastic!  
Thank you!  
Judi

Dear Mr. Westphal and Ms. Wilson:

### May we have a moment of your time?

At Empire Realty, we want to make certain every transaction was a great transaction. In order to do that, may we have a moment of your time. We value your opinion, so please tell us what your experience was regarding your transaction at:

2110 Cactus Ct #4  
Walnut Creek  
Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: SUE SMITH WILLINGLY RESEARCHED, REVIEWED & SHOWED SUITABLE PROPERTIES SEVERAL TIMES RESULTING IN A GOOD CHOICE FOR WHICH WE PAID FULL PRICE. ESCROW WAS QUICK & SMOOTH - ONLY MINOR (MINOR) CAUSING BY SELLER'S AGENT.  
Why did you choose Empire Realty? SUE SMITH GAVE EXCELLENT SERVICE AT 626 MORNINGHOME RD

Overall how do you feel our Sales Professional did?

Excellent  Good  Poor

Comments: SUE SMITH PROVIDES EXTRAORDINARY ATTENTIVE SERVICE.

Thank you for your time. We appreciate your business and have enclosed a self-addressed posted envelop for your convenience.

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.



Judi Keenholtz  
President



February 8, 2003

Mr. & Mrs. Christopher Klapprott  
5531 Asterwood Drive  
Dublin, CA 94568

*An excellent  
convenient & fast  
service! Great  
work! JJK*

### May we have a moment of your time?

Dear Mr. & Mrs. Christopher Klapprott:

At Empire Realty, we want to make sure every transaction was a great transaction. In order to do that, we would like a moment of your time. We value your opinion, so please tell us what your experience was regarding your transaction at:

RE:4747 Saginaw Circle  
Pleasanton, CA 94588  
Agent: Sue Smith

Was the transaction handled to your satisfaction? Yes  No

May we have a few examples: During a critical time, Sue arranged for another associate to cover in her absence, we appreciated Gretchen's help. (\* her son + dau)

Why did you choose Empire Realty? I met Sue Smith while looking at a property, she was professional and very friendly and not at all pushy which immediately appealed to me.

Overall how do you feel Our Sales Professional did?  
Excellent  Good  Poor

*JJK*

Comments: Sue has a lot to offer. Many successful years of experience are obvious when you are working with her. She has class and is very respectful toward each parties situation, yet when necessary she is assertive and aggressive enough to make the transaction smooth + accurate.

Thank you for your time. We appreciate your business.  
We have enclosed a self-addressed posted envelope for your convenience.

*thanks again  
Sue!*

Truly yours,  
EMPIRE REALTY ASSOCIATES, INC.

Judi Keenholtz  
President



October 16, 2002

DANVILLE  
WALNUT CREEK  
ORINDA  
SAN FRANCISCO  
MARIN  
SANTA ROSA  
SONOMA  
ST. HELENA  
PACUNION.COM

Ms. Joan L. Rhodes  
1279 Canyon Side Avenue  
San Ramon, CA 94583

RE: 1279 Canyon Side Avenue  
San Ramon, CA 94583  
Sales Associate: Sue Smith

MAY WE ASK A FAVOR?

Dear Ms. Rhoades:

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

*Because Sue Smith & Gretchen Schmid sold me my house 2 1/2 years ago.*

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments:

*Sue & Gretchen are very professional - They did a great job.*

Thank you for this information. We sincerely trust you will recommend us to your friends and that we can be of service to you in the future.

Yours very truly,

*Vicky L. Campbell*  
Vicky L. Campbell  
Vice President & Branch Manager  
PACIFIC UNION  
GMAC REAL ESTATE SERVICES



DANVILLE  
WALNUT CREEK  
ORINDA  
SAN FRANCISCO  
MARIN  
SANTA ROSA  
SONOMA  
ST. HELENA  
PACUNION.COM

June 19, 2002

Mr. and Mrs. Todd G. Lewis  
9315 Medair Drive  
San Ramon, CA 94583

RE: 9315 Medair Drive  
San Ramon, CA 94583  
Sales Associate: Sue Smith

MAY WE ASK A FAVOR?

Dear Mr. and Mrs. Lewis:

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

\_\_\_\_\_

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments:

*We think the world of Sue Smith and would be more than happy to refer them.*

Thank you for this information. We sincerely trust you will recommend us to your friends and that we can be of service to you in the future.

Yours very truly,

*Jacqueline Long*  
Jacqui Long  
Vice President & Branch Manager  
PACIFIC UNION  
GMAC REAL ESTATE SERVICES

*Me too!  
JA*



December 28, 2001

*Cherwon*

Mr. and Mrs. Everett Sylwanowicz  
43 Ambleside Court  
Danville, CA 94526

RE: 43 Ambleside Court  
Danville, CA 94526  
Sales Associate: Sue Smith

Dear Mr. and Mrs. Sylwanowicz:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

*The company was chosen by Chemrontexaco for a corporate move*

Was the transaction handled to your satisfaction?    Yes     No

Please give us your opinion of the overall performance of our sales professional.

Excellent     Good     Poor

Comments:

*Sue Smith went out of her (above & beyond) to help us find the right house. She continues to help us, too. We think she is the best! Thank you for this information. We sincerely trust you will recommend us to your friends and that we can be of service to you in the future.*

Yours very truly,  
PACIFIC UNION REAL ESTATE GROUP

*Jacqui Long*  
Jacqui Long  
Branch Manager & Vice President

*Great feedback!  
Thank you!  
Jacqui*

**PACIFIC UNION**

December 17, 2001

Mr. and Mrs. Ernesto M. Zepeda  
669 Brookside Drive  
Danville, CA 94526

RE: 669 Brookside Drive  
Danville, CA 94526  
Sales Associate: Sue Smith

Dear Mr. and Mrs. Zepeda:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

I MET SUE SMITH FROM PACIFIC UNION  
ON A HOUSE I WAS PAINTING BEFORE SALE.

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments:

I had buy or sale a house before with many  
other Real Estate Companies & Pacific Union is Much Better.  
Very Professional Sue is terrific.

Thank you for this information. We sincerely trust you will recommend us to your friends and that we can be of service to you in the future.

Yours very truly,  
PACIFIC UNION REAL ESTATE GROUP

*Jacqui Long*  
Jacqui Long  
Branch Manager & Vice President

*I think so, too.  
Jacqui*

**PACIFIC UNION**

December 5, 2001

*chevron (4 transactions)*

Mr. and Mrs. Robert F. Dovlo  
1751 Tice Valley Boulevard  
Walnut Creek, CA 94595

RE: 1751 Tice Valley Boulevard  
Walnut Creek, CA 94595  
Sales Associate: Sue Smith

Dear Mr. and Mrs. Dovlo:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

*Assigned to us by my employer - Chevron/Texaco*

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments:

*Very helpful and had very good insights about the neighborhoods. Delivered what we wanted after carefully listening to us.*

Thank you for this information. We sincerely trust you will recommend us to your friends and that we can be of service to you in the future.

Yours very truly,  
PACIFIC UNION REAL ESTATE GROUP

*Jacqui Long*  
Jacqui Long  
Branch Manager & Vice President

*mine great!*  
*SH*

PACIFIC UNION REAL ESTATE GROUP, LTD.

601 Sycamore Valley Road West, Danville, California 94526 Tel (925) 743-9330 Fax (925) 743-9339

March 4, 2001

Mr. Tom Hart, Vice President, Branch Manager  
Pacific Union Real Estate Group, LTD.  
601 Sycamore Valley Rd. West  
Danville, Ca. 94526

Dear Mr. Hart;

Sue Smith is an outstanding professional. She has sold three properties for me ranging in price from \$300,000 to a million three hundred and forty five, and has done an outstanding job in all aspects of the listing and sales transactions.

She began selling for me with my San Ramon house. She did such an exceptional job, being the previous realtor could not sell the house for a decent price. He did not apply himself totally, as Mrs. Smith did.

After this house was sold by Sue I again contracted her to sell a model home at the Preserve in Pleasanton. She again proved to not only be professional, but also extremely knowledgeable on the area of listing and sales.

The third sale was a relatively quick sale in Danville however we ran into difficulties after the sale. Sue did far beyond what I believe a Sales Professional would take on. On my behalf she settled a dispute after the sale closed Escrow.

In the future if I need a Real Estate Professional I definitely will be calling Mrs. Smith.

Sincerely,



Susan G. Christensen

Wow!  
sh



November 28, 2000

Mr. & Mrs. Edward Newill  
219 Sail Boat Run, Apt. 1C  
Centerville, OH 45458

Re: 2126 Shoshone Circle  
Danville, CA 94526  
Sales Associate: Susanne Smith

Dear Mr. & Mrs. Newill:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?  
BECAUSE OF OUR RELATIONSHIP WITH SUE SMITH. SHE HAD HELPED US BUY ~~AMOUNT~~ OUR HOME TWO YEARS AGO. SHE IS EXTREMELY COMPETENT, HONEST & A PLEASURE TO WORK WITH.  
Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: WE WOULD WORK WITH AGAIN IN A HEARTBEAT.

**Thank you** for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Tom Hart*

Tom Hart  
Branch Manager & Vice President

*SUE -  
WHAT A  
TESTIMONIAL!  
CONGRATS.  
Dan*





November 27, 2000

Mr. & Mrs. Gary Gies  
1314 Mills Ave  
Redland, CA 92373

Re: 486 Freitas Rd  
Danville, CA 94526  
Sales Associate: Susanne Smith

Dear Mr. & Mrs. Gies:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?

*Sue Smith first contacted us by cold calling. She routinely followed up. Provided us with current market analyses which we felt the time was right.*

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments:

*Please see attached*

*She's assertive but not pushy. We liked her persistence.*

Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Tom Hart*

Tom Hart  
Branch Manager & Vice President

*Sue - Incredible Testimonial!  
WHAT I HAVE come to expect from you.  
Congrats.  
Tou*

PACIFIC UNION REAL ESTATE GROUP, LTD.

601 Sycamore Valley Road West, Danville, California 94526 Tel (925) 743-9330 Fax (925) 743-9339

January 2, 2001

Tom Hart, Branch Manager & Vice President  
Pacific Union Real Estate Group, Inc.  
601 Sycamore Valley Road West  
Danville, CA 94526

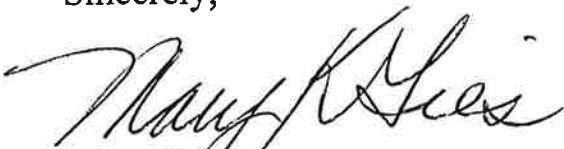
Dear Mr. Hart:

First of all, please forgive my delay in returning your form but I wanted to express my complete satisfaction with Pacific Union and specifically Sue Smith. In a time where customer satisfaction and service have fallen by the wayside, to have received such excellent service, care, and commitment made the disposition of a difficult property so much less stressful than expected. Sue's organizational skills and perseverance should be incorporated in a "How-To" course for the sale of properties with absentee owners.

As a licensed, although inactive, California Real Estate Broker, I am truly impressed by Sue Smith. My background was predominately as that of a mortgage broker and as such, I have interacted with literally thousands of Realtors in the Southern California area. Several have impressed me with their knowledge and capability but none have walked the extra marathon, much less mile, to prepare a property, sell it and get the transaction closed. In addition, Sue handled each adverse development with style and grace and always had a solution to the problem prior to burdening us with the difficulty.

Please feel free to use my name and/or comments in any marketing endeavor that has Sue's name attached to it. And thank you for soliciting my opinion.

Sincerely,



Mary K. Gies  
1314 Mills Ave,  
Redlands, CA 92373

Cc: Sue Smith

**PACIFIC UNION**

November 17, 2000

Mr. Michael Slowey  
Ms. Chimane Rhodes  
100 Greenwich Ct.  
San Ramon, CA 94583

Re: 100 Greenwich Ct.  
San Ramon, CA 94583  
Sales Associates: Gretchen Scheid  
Susanne Smith

Dear Mr. Slowey & Ms. Rhodes:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?

*Relationship of Gretchen & Sue*

Was the transaction handled to your satisfaction? Yes  No

*Both are extremely professional & diligent*

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments:

*They've helped 3 of us (all family members) buy homes in 2000!!!*

Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Tom Hart*

Tom Hart  
Branch Manager & Vice President

*Gretchen & Sue -  
Wonderful  
Teamwork!  
Congrats!  
Tom*

PACIFIC UNION REAL ESTATE GROUP, LTD.

601 Sycamore Valley Road West, Danville, California 94526 Tel (925) 743-9330 Fax (925) 743-9339

**PACIFIC UNION**

November 7, 2000

Mr. & Mrs. David Brown  
3085 S. Grime Creek Ave.,  
Meridian, ID 83642

Re: 794 Brookside Drive  
Danville, CA 94526  
Sales Associate: Susanne Smith

Dear Mr. & Mrs. Brown:

***MAY WE ASK A FAVOR?***

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?

INTERVIEW

Was the transaction handled to your satisfaction?      Yes       No

Please give us your opinion of the overall performance of our sales professional.

Excellent       Good       Poor

Comments: SMITH WAS VERY PROFESSIONAL & INFORMED.

**Thank you** for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Tom Hart*

Tom Hart  
Branch Manager & Vice President

*Sue -  
GET THE JOB!  
Tom*

**PACIFIC UNION REAL ESTATE GROUP, LTD.**

601 Sycamore Valley Road West, Danville, California 94526 Tel (925) 743-9330 Fax (925) 743-9339



October 10, 2000

Mr. & Mrs. Raymond Charleston  
189 Copper Ridge Road  
San Ramon, CA 94583

Re: 1735 Crimson Terrace  
Brentwood, CA 94513  
Sales Associate: Susanne Smith

Dear Mr. & Mrs. Charleston:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?

I had a good experience last time we sold a house - a year ago.

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: She was very professional & was always there to answer questions or help us any way possible. We had a very positive experience.

**Thank you** for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Tom Hart*  
Tom Hart  
Branch Manager & Vice President

*Sue -  
Comments on  
exemplary results.  
Professional  
Above all.  
Tom*

**PACIFIC UNION REAL ESTATE GROUP, LTD.**

601 Sycamore Valley Road West, Danville, California 94526 Tel (925) 743-9330 Fax (925) 743-9339



September 29, 2000

Mr. Bradley Juen  
7108 Pelican Street  
Danville, CA 94506

Re: 7108 Pelican Street  
Danville, CA 94506  
Sales Associate: Susanne Smith

Dear Mr. Juen:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?

REFERRAL - JOAN RHODES, BETH JUEN AT EBS, INC PLEASANTON

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: THROUGH PRIVATE NETWORKING, OTHER MEANS SUE WAS ABLE TO GET ME AN "EXCLUSIVE" LOOK AT A PROPERTY THAT WAS GETTING READY TO GO ON MLS, I WAS ABLE TO MAKE AN OFFER BEFORE ANY ONE ELSE. THEREFORE ELIMINATING THE BIDDING PROCESS WHICH KILLED ME

*ON SEVERAL OTHER OCCASION*  
**Thank you** for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Tom Hart*

Tom Hart  
Branch Manager & Vice President

*Sue - Beyond  
Above & Beyond  
Awesome work!  
Tom*

PACIFIC UNION REAL ESTATE GROUP, LTD.

601 Sycamore Valley Road West, Danville, California 94526 Tel (925) 743-9330 Fax (925) 743-9339



September 29, 2000

Ms. Laura Renaud  
710 Los Palos Drive  
Lafayette, CA 94549

Re: 710 Los Palos Drive  
Lafayette, CA 94549  
Sales Associate: Susanne Smith

Dear Ms. Renaud:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?

Sue Smith advertised an open house of  
one of her listings in Lafayette.

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: We were very comfortable working  
with Sue Smith and felt she worked in a  
very sensitive and professional manner.

**Thank you** for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Tom Hart*  
Tom Hart  
Branch Manager & Vice President

*Sue -  
Exceptional work  
As is your 'work'.  
Congratulations.  
Tom*

**PACIFIC UNION**

July 25, 2000

Mr. & Mrs. Narinder Sandhu  
2440 Canyon Lakes Drive  
San Ramon, CA 94583

Re: 2440 Canyon Lakes Drive  
San Ramon, CA 94583  
Sales Associate: Susanne Smith

Dear Mr. & Mrs. Sandhu:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?

*Because we felt very comfortable with Sue Smith. She is very knowledgeable and was genuine when she took us out to look @ homes.*

Was the transaction handled to your satisfaction?      Yes       No

Please give us your opinion of the overall performance of our sales professional.

Excellent       Good       Poor

Comments: *I originally found Sue on the internet when I called her looking for more info about a house listed. That one was sold, but she persuaded me to come out and look @ others.*

**Thank you** for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Judi Keenholtz*

Judi Keenholtz  
President

*Sue -  
Wonderful comments  
that make us all  
proud of you -  
Tom*

**PACIFIC UNION REAL ESTATE GROUP, LTD.**

601 Sycamore Valley Road West, Danville, California 94526 Tel (925) 743-9330 Fax (925) 743-9339



**PACIFIC UNION**

*A pleasure -  
of course -  
JK*

July 3, 2000

Mr. Bruce Ferry  
537 Thistle Circle  
Martinez, CA 94553

Re: 537 Thistle Circle  
Martinez, CA 94553  
Sales Associate: Susanne Smith

Dear Mr. Ferry:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?

Referral from Mortgage Broker

Was the transaction handled to your satisfaction?      Yes       No

Please give us your opinion of the overall performance of our sales professional.

Excellent       Good       Poor

Comments: Very courteous, attentive, and above all, ALWAYS available.  
It was a pleasure!

**Thank you** for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Judi Keenholtz*  
Judi Keenholtz  
President



*we'll Fargo*  
*Very helpful comments, as always, thank you!*  
*K*

June 22, 2000

Mr. & Mrs. Cary Immesoete  
4935 Sequoia Avenue  
Dublin, Ca 94568

Re: 4935 Sequoia Avenue  
Dublin, CA 94568  
Sales Associate: Sue Smith

Dear Mr. & Mrs. Immesoete:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?

*It was chosen for us by our relocation company.*

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: *Sue did a good job eliminating properties based on our criteria so that we did not waste time in poor school districts, poor neighborhoods, and poor quality builders.*

**Thank you** for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Judi Keenholtz*  
Judi Keenholtz  
President



*Excellent  
Comments.  
Thank you  
so much!  
K*

June 15, 2000

Ms. Joan Rhodes  
793-6 Lakemont Place  
San Ramon, CA 94583

Re: 793-6 Lakemont Place  
San Ramon, CA 94583  
Sales Associates: Gretchen Scheid  
Susanne Smith

Dear Ms. Rhodes:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select PacificUnion?

*You were recommended by our Commercial Brokers.*

Was the transaction handled to your satisfaction? Yes  No

*Everything was perfect. Sue Smith is a great agent - I was so very happy with her.*  
Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: *I do want to say Sue saved me time by looking for me and she always followed up on any questions or issues I had.*

**Thank you** for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Judi Keenholtz*  
Judi Keenholtz  
President

*I have already recommended your staff -  
Thanks very much.  
Joan Rhodes*

**PACIFIC UNION**

March 7, 2000

*apl Thanks for another super job Sue!*  
*[Signature]*

Ms. Marianne McDonald  
61 Eagle Lake Lane, #21  
San Ramon, CA 94583

Re: 61 Eagle Lake Lane #21  
San Ramon, CA 94583  
Sales Associate: Susanne Smith

Dear Ms. McDonald:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

*Part of company relocation services*

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: *Sue was very responsive & helpful during the whole process. I would recommend her highly. Beyond the actual home purchase she has helped with many referrals which is great when you are new to an area.*

Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Judi Keenholtz*  
Judi Keenholtz  
President

**PACIFIC UNION RESIDENTIAL BROKERAGE**

601 Sycamore Valley Road West, Danville, California 94526 Tel (925) 743-9330 Fax (925) 743-9339



"Sue kept us apprised of every detail. You are the best!"

April 7, 1999

Mr. Scott Rosecranes  
Ms. Marie Laxague  
445 Arguello Blvd. #6  
San Francisco, CA 94118

Re: 102 Belgian  
Danville, CA 94526  
Sales Associate: Suzanne Smith

Dear Mr. Rosecranes & Ms. Laxague:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

We met sue smith at an open house almost two years ago. she was incredibly open and honest from the outset.

Was the transaction handled to your satisfaction? Yes  No

Sue kept us apprised of every detail. she was very conscientious and communicative. Pacific Union really followed thru. Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: Both my husband and I enjoyed working with sue a great deal. she was forthright and direct but also understanding. We encountered quite a few challenges in the sale of our home but she was accountable even when she didn't necessarily need to be. Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future. Is absolutely excellent! highly recommend her.

Yours very truly,

Judi Keenholtz  
Judi Keenholtz  
President

**PACIFIC UNION**

*weels Fargo*  
*~ Mawellous*  
*A great descrip*  
*for you*  
*Congratulations*  
*[Signature]*

March 17, 1999

Ms. Annette Aguirrie  
5 Chadbourne  
Danville, CA 94526

Re: 5 Chadbourne  
Danville, CA 94526  
Sales Associate: Suzanne Smith

Dear Ms. Aguirrie:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

*Company (Relo) had already pre-select*

Was the transaction handled to your satisfaction?

Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: *Sue Smith was marvelous and went out of her way to assist me.*

Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Judi Keenholtz*  
Judi Keenholtz  
President

**PACIFIC UNION**

"Highly Professional Service" describes you perfectly. You always do an outstanding job! Thank you!

March 11, 1999

Ms. Nora Bekker  
Ms. Stacey Bekker  
712 Pagosa Court  
Danville, CA 94526

Re: 712 Pagosa Court  
Danville, CA 94526  
Sales Associate: Suzanne Smith

Dear Bekker:

*MAY WE ASK A FAVOR?*

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

Sue Smith was recommended to us by a friend.

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: Our gratitude to Sue Smith for friendly and highly professional service!  
Thank You

Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,  
*Judi Keenholtz*  
Judi Keenholtz  
President



*Great comments and completely accurate. Congratulations!*

October 20, 1998

Mr. & Mrs. Christopher Blunden  
376 Paraiso Drive  
Danville, CA 94526

Re: 376 Paraiso Drive  
Danville, CA 94526  
Sales Associate: Suzanne Smith

Dear Mr. & Mrs. Blunden:

*MAY WE ASK A FAVOR?*

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

*Visibility in the Danville Area & after meeting Sue Smith!*

Was the transaction handled to your satisfaction? Yes X No     

Please give us your opinion of the overall performance of our sales professional.

Excellent X Good      Poor     

Comments: *Sue was very conscientious, well informed & always updated. She ~~was~~ was reachable, she always returned all calls, had a great sense of humor + could get along with my husband.*

Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,  
*Judi Keenholtz*  
Judi Keenholtz  
President





*Excellent comments. I agree with them all. JS*

April 13, 1998

Ms. Marilyn Weiss  
318 Del Amigo  
Danville, CA 94526

Re: 20071 Lorena Pl.  
Castro Valley, CA 94546  
Sales Associate: Suzanne Smith

Dear Ms. Weiss:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

SUE SMITH IS MY AGENT.

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: SUE SMITH HAS HANDLED ALL OUR REAL ESTATE TRANSACTIONS FOR THE PAST SEVERAL YEARS. HER ATTITUDE, PROFESSIONALISM AND KNOWLEDGE OF THE MARKET IS  
Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future. *INVALUABLE*

Yours very truly,

*Judi Keenholtz*  
Judi Keenholtz  
President



*Jaymel!  
Great follow  
through once  
again!  
JK*

March 31, 1998

Mr. & Mrs. Bob Celluci  
360 South Ave.  
Alamo, CA 94507

Re: 563 Everett Dr.  
Danville, CA 94526  
Sales Associate: Sue Smith

Dear Mr. & Mrs. Celluci:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

Sue Smith

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: I had met Sue Smith in the past and felt she did a wonderful job helping me through the process of selling our home - excellent matter!

Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Judi Keenholtz*  
Judi Keenholtz  
President

**PACIFIC UNION RESIDENTIAL BROKERAGE**

601 Sycamore Valley Road West, Danville, California 94526 Tel (510) 743-9330 Fax (510) 743-9339



*Exemplary comments from  
and sheet from  
clear for life  
Congratulations  
JZ*

December 19, 1997

Mr. & Mrs. Jeffrey Shore  
100 Arapaho Circle  
San Ramon, CA 94583

Re: 100 Arapaho Circle  
San Ramon, CA 94583  
Sales Associate: Suzanne Smith

Dear Mr. & Mrs. Shore:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

*Met Sue Smith at an open house. Very impressed by her professionalism, kindness, and incredible follow-up.*

Was the transaction handled to your satisfaction? Yes  No

Please give us your opinion of the overall performance of our sales professional.

*Incredible*  Excellent  Good  Poor

Comments: *Sue was diligent, patient, understanding, smart, ... everything you could ask for. We truly believe we would not be in this home if not for Sue's efforts.*

Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Judi Keenholtz*  
Judi Keenholtz  
President

**PACIFIC UNION RESIDENTIAL BROKERAGE**

601 Sycamore Valley Road West, Danville, California 94526 Tel (510) 743-9330 Fax (510) 743-9339

**PACIFIC UNION**

*Great comments from our client! Congratulations!*  
*[Signature]*

November 17, 1997

Mr. Mel Brandel  
Ms. Sheri Friedman  
1031 Olive Crest Drive  
Encinitas, CA 92024

Re: 65 Ambleside Court  
Danville, CA 94526  
Sales Associate: Suzanne Smith

Dear Mr. Brandel & Ms. Friedman:

**MAY WE ASK A FAVOR?**

We are constantly striving to improve our service and to create lasting goodwill with our clients. To help us, we would appreciate your answers to the following questions. A self-addressed postage paid envelope is enclosed for your convenience.

Why did you originally select Pacific Union?

We chose Sue Smith, realtor + she chose to work for Pacific Union during our association.

Was the transaction handled to your satisfaction?

Yes  No

Please give us your opinion of the overall performance of our sales professional.

Excellent  Good  Poor

Comments: Sue Smith went above + beyond - from the moment I first spoke to her until our transaction was final, she was warm, efficient, resourceful, honest, caring + professional. She is an asset to your company! We'll miss her!  
Thank you for this information. We sincerely trust that you will recommend us to your friends, and that we can be of service to you in the future.

Yours very truly,

*Judi Keenholtz*  
Judi Keenholtz  
President

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601 Sycamore Valley Road West, Danville, California 94526 Tel (510) 743-9330 Fax (510) 743-9339



Dear Sue,

Nov. 1997

Thank you so very much for being the wonderful person you are. From the time you contacted me early this year, to the close of the long-awaited escrow, you're gone above and beyond for everything.

We appreciate your patience, your direct approach, your resourcefulness, kindness, & perseverance.

I feel like you became a friend - someone who genuinely cared about us as individuals & about our happiness as a family.

Thanks to you, we are not only relieved of an extra mortgage, but we live in beautiful San Diego! I'm so happy you thought of San Diego as a possibility for us - it has truly answered so many of our needs & we are thrilled to be here.

We'll miss your bright smile Sue. Thanks so much  
Jen + Neil



RESIDENTIAL BROKERAGE

391 DIABLO ROAD  
DANVILLE, CA 94526  
BUS. (510) 837-4100  
FAX (510) 831-3284

June 24, 1997

Ms. Joanne Loveland  
1980 St. George Road  
Danville, CA 94526

Re: 1980 St. George Road, Danville  
Sales Associate: Sue Smith  
Represented: Buyer

Dear Ms. Loveland:

I would like to express my appreciation to you for choosing COLDWELL BANKER and Sue Smith for your recent real estate transaction. We are constantly trying to improve our business and to create and maintain goodwill. Would you be so kind as to share your impressions with us by answering the following questions?

1. Why did you select COLDWELL BANKER?

Newspaper Ad       Co. Reputation       Previous Transaction  
 Sign       Sales Associate Reputation  
 Other - Please specify: \_\_\_\_\_

2. Was the transaction handled in a professional and competent manner?

Yes  No

3. Were you kept well-informed? *very*

Yes  No

4. Was the transaction process clearly explained?

Yes  No

5. Was there a follow-up after the sale?

Yes  No

6. Would you recommend Coldwell Banker and our Sales Associates to others?

Yes  No

Remarks and/or suggestions: *Please see attached letter.*

Thank you for providing us with this information. We sincerely hope you will recommend us to your family, friends, and associates and that we can be of service to you in the future. It has been a pleasure to serve you.

Best regards,

*Jill Morrow*  
Jill Morrow  
Branch Manager



July 10, 1997

Ms. Jill Morrow  
Branch Manager  
Coldwell Banker  
391 Diablo Road  
Danville, CA 94526

Dear Jill,

I am writing to inform you how delighted and impressed I was with the follow-through and professionalism of Sue Smith in the Danville office. In fact, because of Sue's perceptiveness and tenacious follow-through, I am a happy home owner in Crow Canyon Country Club. With Sue's help, I purchased my condo sight unseen from the east coast. One month ago I closed on my home - thanks to many pictures, fed-exed packages and faxes from Danville to New Jersey. Sue arranged home inspections, introduced me to Dave Politzer at CMG Mortgage Inc., and looked out for my best interest as inspection repairs were conducted at the house. I literally did not see the house until the day I signed all the papers at the Title Co.

I felt, at all times, I was in the hands of a first class, honest, real estate professional, who was taking care of me as she would a member of her family. In fact, I stayed as a guest at her home the week I came out here for my job interviews. Her support and advice helped me immensely.

I consider Sue a good friend and feel very grateful I had her professionalism and years of experience working for me. I hope you will see that she is recognized for this accomplishment.

Sincerely,

A handwritten signature in cursive script that reads "Joanne B. Loveland". The signature is written in black ink and is positioned above the typed name.

Joanne B. Loveland  
Relocation Consultant