



January 23, 2017

Kelly Patrino
106 Avocado Ct
San Ramon, Calif 94583

RE: 106 Avocado Ct San Ramon(Sales Associate: Sue Smith)

Dear 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 Berkshire Hathaway Home Services, 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 Berkshire Hathaway Sales Professional? Sue was my realtor when we originally purchased the house on Avocado Court _____

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

Excellent Good Poor

Additional Comments: Sue's suggestion on what had to be done in order to sell the home were exactly on point. When 2 buyers fell through she made it her mission to get the home sold which she did within one week of 2nd buyer falling through.

Warm regards,

Sue Smith
Berkshire Hathaway Home Services
395 Hartz Avenue, Danville, CA 94526



January 23, 2017

Frank and Margaret Dietrich
172 Sylvan Rd
Walnut Creek, Calif

RE: 172 Sylvan Rd Walnut Creek (Sales Associates: Sue Smith and Phyllis Gallaher)

Dear Margaret and Frank:

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 Berkshire Hathaway Home Services, 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: Agents went out of their way with a difficult transaction

How did you come to select our Berkshire Hathaway Sales Professional? Knew agents from selling our last home

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

Excellent Good Poor

Additional Comments: Sue & Phyllis were fabulous

Warm regards,

Sue Smith
Berkshire Hathaway Home Services
395 Hartz Avenue, Danville, CA 94526



**BERKSHIRE
HATHAWAY**
HomeServices

Drysdale
Properties

October 11, 2016

Lisa and Brian Arbuckle
1404 Casa Vallecita
Alamo, Calif 94507

RE: 1404 Casa Vallecita (Sales Associate: Sue Smith)

Dear Brian and Lisa

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 Berkshire Hathaway Home Services, 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 the way to negotiate with a difficult seller and get all the contingency items taking care of and meeting work crews. Pool inspection shows some issues and she looked up permits to find who put pull in , meet them and get information from them. _____

____She was patient with us, looking for years.
How did you come to select our Berkshire Hathaway Sales Professional? ___Sue Smith is our realtor. She represented us on the last 2 houses we purchased and/or sold. _____

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

Excellent X Good _____ Poor _____

Additional Comments: ___I would recommend her to friends and have her represent us again.

Warm regards,

Gretchen Pearson
President, Berkshire Hathaway Home Services
395 Hartz Avenue, Danville, CA 94526



**BERKSHIRE
HATHAWAY**
HomeServices

Drysdale
Properties

October 9, 2016

Amy and Eric Hogan
262 Brady St
Martinez, Calif. 94553

RE: 262 Brady St Martinez (Sales Associate: Sue Smith)

Dear: Amy and Eric

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: Sure, the responsiveness was outstanding. Sue was a true customer advocate going above and beyond the call of duty several times engaging with the lender, persistence with selling agent and related issues caused by Cole Realty Agent. Sue was fantastic to work with all around and would recommend her to any of our friends or family. An all-around fantastic experience in working with Sue.

How did you come to select our Prudential Sales Professional? Relocation program via Chevron USA _____

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

Excellent Good Poor

Additional Comments: Sue was fantastic to work with and made the relocation process much easier and relaxing of a process by having her support through the process. She very patient and listened to our desires and needs and found an excellent home through her support and tenacity _____

Warm regards,

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

QReports™ Returned Survey



**BERKSHIRE
HATHAWAY** Divisible
Properties

Client: Donald & Sherrie Weis
Transaction Type: Seller
Transaction Date: 8/23/2016
Customer Satisfaction Rating (CSR): 5
Service Professionals: Sue Smith
Date Sent: 9/7/2016
Date Returned: 9/29/2016

Topic	Response	
Contacted After Closing	Yes	
Expected Time to Sell	< 30 days	
Actual Time to Sell	< 30 days	
Advice and Counsel	★★★★★	Very Satisfied
Marketing Plan and Implementation	★★★★★	Very Satisfied
Price and Terms	★★★★★	Very Satisfied
Negotiation Skills	★★★★★	Very Satisfied
Responsiveness	★★★★★	Very Satisfied
Attention to Details	★★★★★	Very Satisfied
Overall Satisfaction	★★★★★	Very Satisfied
Likely to Re-use Professional	★★★★★	Very Likely
Likely to Re-use Company	★★★☆☆	Neutral
Likely to Refer Professional	★★★★★	Very Likely
Likely to Refer Company	★★★☆☆	Neutral
Reason for Selecting	Satisfied Past/Current Customer	
Comments...	Great attention to detail and good communication	

DATA 264206 - PAT 0 - 10/4/2016 7:05:34 AM

LEADING RESEARCH CORPORATION
Quality Service Survey™ - Seller

Frank & Margaret Dietrich
1190 N Gate Road
Walnut Creek, CA 94598

July 22, 2016

Dear Frank & Margaret Dietrich:

A few weeks ago you completed the sale of your property. On behalf of your real estate agent and broker, Leading Research Corporation is conducting a survey to assess your level of satisfaction with the service delivered.

By completing and returning the survey on the reverse side, you will be providing valuable feedback about your agent. With input from you and other sellers, agents are better able to evaluate and improve their service.

Please complete the brief survey and return in the postage paid envelope. We thank you for your participation in this very important survey process.

Sincerely,



Raymond M. Chaplain
Chairman

Leading Research Corporation
30900 Rancho Viejo Road, Suite 255
San Juan Capistrano, CA 92675

Agent(s): Sue Smith

Please fill in the circle of the appropriate response OR Complete this survey on-line at www.LeadingResearch.com

1. Did your sales associate contact you after the closing? Yes No
2. How long did you expect your property to be on the market before it was sold?
 <30 days 31-60 days 61-90 days 91-120 days 121-180 days 180 days and more
3. How long was your property marketed by your sales associate and broker before you accepted an offer?
 <30days 31-60 days 61-90 days 91-120 days 121-180 days 180 days and more

5 VERY SATISFIED 4 SATISFIED 3 NEUTRAL 2 DISSATISFIED 1 VERY DISSATISFIED

How satisfied were you with...

4. ... the advice/counsel offered by your sales associate? 5 4 3 2 1
5. ... the marketing plan developed and implemented for the sale of your property? 5 4 3 2 1
6. ... the price and terms of the sale? 5 4 3 2 1
7. ... the assistance your sales associate provided in negotiating the price/terms of sale? 5 4 3 2 1
8. ... the quality and frequency of communication provided by your sales associate? 5 4 3 2 1
9. ... your sales associate's attention to details and assistance from contract to closing? 5 4 3 2 1
10. What was your **overall satisfaction** with the results and service provided by your sales associate? 5 4 3 2 1

5 VERY LIKELY 4 LIKELY 3 NEUTRAL 2 UNLIKELY 1 VERY UNLIKELY

11. Given the need to sell property in the same market area, how likely would you be to use the same sales associate to assist you? 5 4 3 2 1
12. Given the need to sell property in the same market area, how likely would you be to use the same real estate company to assist you? 5 4 3 2 1
13. Given the opportunity, how likely would you be to recommend the services of your sales associate to a friend, neighbor or relative? 5 4 3 2 1
14. Given the opportunity, how likely would you be to recommend the services of the real estate company to a friend, neighbor or relative? 5 4 3 2 1
15. What was your PRIMARY reason for selecting your sales associate? (Select the one most influential factor)

- | | | |
|--|--|--|
| <input type="radio"/> Referred by a Friend | <input type="radio"/> Walk-in/Open House | <input type="radio"/> Marketing Programs/Plan |
| <input type="radio"/> Satisfied Past Customer | <input type="radio"/> Advertising | <input type="radio"/> Yard Signs in the Area |
| <input checked="" type="radio"/> Knew Sales Associate Personally | <input type="radio"/> The Internet | <input type="radio"/> Sales Associate's Presentation |
| <input type="radio"/> Company Name/Reputation | <input type="radio"/> Other (please specify _____) | |

Please offer any comments or suggestions you feel appropriate:

Sue Smith business partner on our sale was a person we knew. The Real estate company had nothing to do with our decision.

QReports™ Returned Survey



BERKSHIRE
HATHAWAY
Divisible
Property

Client: Frank & Margaret Dietrich
Transaction Type: Seller
Transaction Date: 6/24/2016
Customer Satisfaction Rating (CSR): 5
Service Professionals: Sue Smith
Date Sent: 7/22/2016
Date Returned: 8/19/2016

Topic	Response	
Contacted After Closing	Yes	
Expected Time to Sell	< 30 days	
Actual Time to Sell	< 30 days	
Advice and Counsel	★★★★★	Very Satisfied
Marketing Plan and Implementation	★★★★★	Very Satisfied
Price and Terms	★★★★★	Very Satisfied
Negotiation Skills	★★★★★	Very Satisfied
Responsiveness	★★★★★	Very Satisfied
Attention to Details	★★★★★	Very Satisfied
Overall Satisfaction	★★★★★	Very Satisfied
Likely to Re-use Professional	★★★★★	Very Likely
Likely to Re-use Company	★★★★☆☆	Neutral
Likely to Refer Professional	★★★★★	Very Likely
Likely to Refer Company	★★★★☆☆	Neutral
Reason for Selecting	Knew Sales Associate Personally	
Comments...		

Sue Smith business partner on our sale was a person we knew. The Real estate company had nothing to do with our decision.

DATA 264208 - PAT 0 - 10/4/2016 7:06:31 AM



**BERKSHIRE
HATHAWAY**
HomeServices

Drysdale
Properties

June 6, 2016

Erin Temple for Mr. Trusty
1551 St. Helena Drive
Danville, Calif. 94526

RE: 1551 St Helena Drive Danville(Sales Associate: Sue Smith)

Dear Erin

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: **_My father found out that when he paid his home off 20 years ago, the lender did not record it properly so the old lien was still showing on title. Sue worked with the title company for 2 months to get that cleared so my father could sell the house.**

My father was adamant that he wanted Terminix to complete his pest report to sell the house. Sue recommended otherwise but he insisted. Unfortunately, later we found that Terminix missed several areas in need of repair (later found by the buyer's pest inspection report). Sue held Terminix to their promise and made sure they repaired what they missed so that my father's estate was not out of pocket for those expenses (which were over \$800).

How did you come to select our Prudential Sales Professional? **_Sue was referred to my father by a realtor in Rossmoor (where he was looking to downsize).**

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

Excellent **x** Good _____ Poor _____

Additional Comments: _____

Warm regards,



**BERKSHIRE
HATHAWAY**
HomeServices

Drysdale
Properties

June 4, 2016

Kelly Cline
6923 Tyne
Dublin, Calif .94568

RE: 6923 Tyne Ct Dublin (Sales Associate: Sue Smith)

Dear 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 was extremely effective and helpful during some challenging times during my transaction. She is very responsive straight forward, and the ultimate advocate for her client.

How did you come to select our Prudential Sales Professional? Sue is a long-time friend of the family.

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

Excellent Good Poor

Additional Comments: Sue is a wonderful sales professional who takes great care of her clients.

Warm regards,

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



September 24, 2015

Ninh and Nina Chung
217 Las Quebradas
Alamo, Calif. 94507

RE: 217 Las Quebradas Alamo (Sales Associate: Sue Smith)

Dear Ninh and Nina:

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 Berkshire Hathaway Home Services, 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 have not bought real estate for 11 yrs. and are "newbies" to the process. She was extremely helpful (and patient!) in guiding us along the way from helping us deal with our lender to inspections. She was extremely professional; patient and when needed aggressive enough to help us get the job done!

How did you come to select our Prudential Sales Professional? We did not have a realtor done! and she was the realtor for the home we bought.

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

Excellent Good Poor

Additional Comments: Our purchase went as smooth as possibly could because of her!

Warm regards,

Tom Hart
Branch Manager
Berkshire Hathaway Home Services
395 Hartz Ave
Danville, Calif 94526



September 24, 2015

Teri Cornelius
547 A St.
Davis, Calif 95616

RE: 217 Las Quebradas Alamo (Sales Associate: Sue Smith)

Dear Teri:

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 Berkshire Hathaway Home Services, 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: Made great suggestions to sell home quickly: staging, painting, advertising, contacts, etc.

How did you come to select our Prudential Sales Professional? Thru a friend

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

Excellent X Good Poor

Additional Comments: Could not have had a better realtor! Have good support & advice; aggressive when needed. Very knowledgeable.

Warm regards,

Tom Hart
Branch Manager
Berkshire Hathaway Home Services
395 Hartz Ave ,
Danville, Calif 94526



June 12, 2015

Kathy Eubanks

RE: 33 Pauletta Ct Danville, Calif (Sales Associate: Sue Smith)

Dear Kathy

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 coordinated all contractors that we needed to prepare house for sale; she also met with contractors because I was unable (I work full-time). She was very encouraging when I felt overwhelmed with the amount of work I needed to do.

How did you come to select our Prudential Sales Professional? Sue had dropped off business cards and notes at the house the last couple of years which made me decide that she knew the local market - and she was "visible" - she kept in touch & this made me remember her.
Please give us your opinion of the overall performance of our Sales Professional.
Excellent X Good Poor

Additional Comments: There is not enough room on this form to say everything that is great about the experience my brother and I had with Sue. The amount of gratitude we feel is tremendous; we were overwhelmed and she held our hands through the entire process.

Warm regards,

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



April 11, 2015

Mike and Cindi Cain
6320 Byron Lane
San Ramon, Calif. 94582

RE: 6320 Byron Lane San Ramon, Calif(Sales Associate: Sue Smith)

Dear Cindi and Mike:

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: see attached

How did you come to select our Prudential Sales Professional? She was recommended by an associate at Chevron, San Ramon, CA in 2008 when we were relocated from Miami, FL to San Ramon, CA.
Please give us your opinion of the overall performance of our Sales Professional.

Excellent X Good Poor

Additional Comments: see attached

Warm regards,

Gretchen Pearson
President, Berkshire Hathaway Home Services, Drysdale Properties
3170 Crow Canyon Place, #170, San Ramon, CA 94583

Was your transition handled to your satisfaction? Yes

Examples: Sue Smith guided us through every step of the selling process from staging to closing. Sue kept us informed via text, voice mail, email and personal visits throughout the sale process. She answered any questions or concerns immediately. We never had to wait to hear back from Sue. She was methodical about handling every detail. Her experience in the Windemere and Gale Ranch areas of San Ramon were key in marketing and selling our home. She understood how to deal with a variety of cultures and worked tirelessly to get us the best offer for our home. To date, our home sold for the highest price in our community of Celemonte.

Additional Comments:

We were repeat customers of Sue's. She handled the buying of our home in San Ramon when we relocated from Miami, FL in 2008. We had such a great experience with her at that time, we had no question that she would be our agent when selling our home. Sue was more than a real estate agent for us. She treated my husband and I like part of her family. We had two dogs and two cats at the beginning of the sale process. Both dogs were old and ailing. One passed away prior to the staging of our home and the other is still with us and doing quite well in spite of his health issues. Sue did everything she could to make it easier on our pets, from the open houses, inspections, showings etc. They were always her first concern. We will be forever grateful to her for that kindness.

Sue never complains and no complication is too difficult to solve. Our move from FL to CA had several complications that Sue handled for us while we were feeling helpless driving cross country. The sale of our current home was also plagued with several unexpected complications. Our first offer fell through and we had to go to our back-up offer. It was a stressful time period for us as we had moved forward with purchasing another home and were concerned that we would not be able to close as quickly as we wanted. Sue worked with the buyer's realtors, lenders and title company to successfully resolve each issue that came up and the closing went well just like she said it would!

Sue wasn't just concerned about selling our home. She was genuinely interested in where we were moving and the purchasing of our new home. She gave us valuable advice many times throughout our search and subsequent purchase.

And finally, we closed last Friday and Sue is still working with us as we prepare to move this week. She's making sure that the transition to the new owners is smooth and helping us get last minute details finished. We've moved all over the country and never had a real estate agent like Sue. She is honest, extremely smart and clearly loves her job. Sue is definitely one in a million. You are lucky to have such an extraordinary person on your team.

Cynthia M. Cain



Michael R. Cain





Prudential

California Realty

December 1, 2014

Millie Day
850 Bali Court
Danville, Calif. 94526

RE: 200 A West Propect Ave and 206 B West Prospect Ave, Danville
(Sales Associates: Sue Smith and Joan Flynn)

Dear Millie:

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: Too many to name - so many in con-
sistencies with HOA budget! Sue dug deep and found
many financial problems!

How did you come to select our Prudential Sales Professional? As neighbors & friends
in Diablo West. Also knowing Sue catered to Seniors.

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

Excellent X + Good Poor

Additional Comments: At one point I told Sue she should be a
private investigator, after retiring from real estate.
She spent untold hours getting to the many HOA
problems at the Condo.
A great, working together team!

Warm regards,

Q Reports™ System Individual Survey

Member Name(s): Smith, Sue	Client Name: Agnieszka U. Danielewicz, Kevin S. Payne &
Date Sent: 10/30/2015	Date Returned: 11/2/2015
CSR: 5 (out of 5.0)	

Did your sales associate...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	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...								
3. with counseling and needs assessment?	X							
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...								
11. use the same associate in the future?		X						
12. use the same real estate company?		X						
13. recommend the services of your sales associate to a friend, business associate, neighbor or relative?		X						
14. recommend the services of the real estate company to a friend, business associate, 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)

We were assigned to Sue by Chevron

X

16. Comments

Please offer any comments or suggestions you feel appropriate:

Loved working with Sue, did not feel pressured to do anything.

Data Source: Leading Research Corporation

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