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November 7, 1996

Mark A. Rusnak
RE/Max Central Realty
505 S. Independence Blvd., Suite 111
Virginia Beach, VA 23452

Dear Mark,

I am writing to thank you for all of the help and guidance that you gave me during the recent purchase of my new home.

It seems that nowadays many people in the business community have forgotten what customer service is all about. You however went out of your way to keep me informed from our very first meeting up until the day that I closed on the property.

In addition, you were able to put me in touch with many of your associates who proved very valuable in aiding me in the purchase of the home.

I can certainly see how you have earned the title "The Satisfaction Specialist." You truly deserve it!

I will enthusiastically recommend you to all of my friends and associates in need of a great realtor.

Best of luck in all of your future endeavors.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Jeff Moreau'.

Jeff Moreau