

Robert Blount  
Managing Broker  
ReMax Central  
505 S. Independence Blvd, Suite 111  
Va. Beach, VA 23452

Re: Sale of 909 Queen Elizabeth Drive, Va. Bch., Va 23452

Mr. Blount,

This letter is to express my great appreciation and gratitude for the exceptional performance of Mark Rusnak in the recent estate sale of my mother's home.

The sale would not have happened nearly so well without him and might not have happened at all.

I was heavily involved in settling my mother's affairs; keeping all the siblings and heirs informed and involved; moving my office from Virginia to Tennessee, while hiring and training almost all new staff; selling our own home in Arlington and buying a new one in Memphis- all at the same time. To be honest, there were times I was ready to let the house in Va. Beach just sit for a year or two until I could get to it, but Mark was persistent and determined and he did many of the things I should have done had I been able to even get to the Beach. He oversaw many of the things needed to prepare the house, he coordinated many things above and beyond his responsibility, and he did them cheerfully and without complaint (to me, anyway). He saw me through a failed first contract and gently helped me ease my family's and my price expectations to reasonable levels.

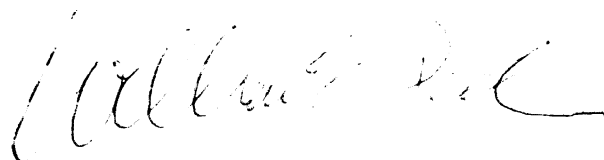
His recommendations for people I used to replace/refinish floors, repair the house, etc were all good ones.

The settlement was an enormous problem since relatives scattered all over the globe had to be involved, and so the settlement was delayed substantially beyond the expected closing date. My lawyer advised not letting the new buyers in until after closing. Mark advised letting them in, and I did. I did that knowing that problems might result (they didn't, but they could have), but Mark's advice was best; the decent thing to do was let them in- they weren't the cause of the delay, and I'm glad I made that choice. Mark made sure I knew it was my choice to make, but I valued his advice.

I'm sure there's too much detail here, but I'm attempting to give a brief picture of a difficult time for myself and my family and a very wearing process selling this house. I'm sure some sales are easy and some are nightmares. I don't know which this was but he certainly earned every cent this time out.

I just wanted you to know what a great job he did. Thanks.

William Peck  
1634 Carr Avenue  
Memphis, TN 38104

A handwritten signature in cursive script, appearing to read "William Peck". The signature is written in dark ink and is positioned to the right of the typed name and address.