



November 1, 2004

Dear Laura,

We're finally settled in the new home you helped us find and are really enjoying it. We especially want to thank you for all your hard work both in selling our previous home and finding our new one. It is a perfect match for us in every way. You really listened to our wants, needs, and lifestyle. Your marketing of our old home was top notch. We had wonderful interest and lots of showings even though it was a bit far from town and off the beaten path.

When things got worrisome with the buyers of our home, you jumped right in and made things work. The people we were purchasing this home from even said, "Your agent really got in there and fought for you. If anything goes wrong with the sale, we will relist with her". I think that says quite a lot for you and your wonderful staff.

We also appreciate your always being on call when we had questions. You were always willing to show houses of interest to us even if you knew they weren't quite right. You took time to show our out-of-the-area families the new home when they came to visit. That meant a great deal to us and to them. Of course, they wanted to know where Mom and Dad were going to settle.

We also appreciate that you remained cheerful, supportive and professional at all times. We will definitely call on you when we need a realtor and have been recommending you highly to all our friends and associates.

Above all, we feel we have found a new friend and plan to stay in touch.

Thank you for making a stressful time in our lives go as smoothly as possible. We would like to thank your staff also. They were great.

Sincerely,

LaVell & Barbara Bock