

January 22, 2008

Mr. Jeff Barnett
Vice President & Regional Manager
750 University Avenue, Suite 150
Los Gatos, CA 95032

Mr. Barnett,

We are writing to let you know of the wonderful job Jim Pojda did for us as our Realtor during our recent home purchase. From the moment we first contacted him almost two years ago (we spent a very long time searching) until *well after* we closed, Jim was always professional, easy to work with, and dependable. We have already recommended him to friends and family and will continue to give his name to anyone looking for a realtor.

We have engaged with multiple realtors in the past, and Jim is by far the best realtor we have known because he puts our interests ahead of his, is knowledgeable and detail-oriented, and generous.

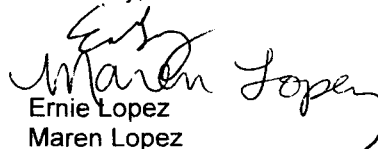
Jim always puts our interests ahead of his. As we mentioned we spent quite a long time searching for the right house that met our particular needs. Of course, during that time, Jim was spending countless hours of his time helping us through the process. Despite being highly incented to have us buy a home, he was always extremely patient, letting us take the time we needed to explore all of our options and make a decision. Jim once suggested we carefully review inspection documentation prior to actually inking the offer. Ultimately, because of Jim's customer-first attitude, we decided that buying that particular home was not right. Had Jim not put our interests ahead of his, we might have made a very poor decision that we later regretted.

Jim is one of the most detail-oriented people we have known. His knowledge of real estate, the area and neighborhoods, past and current market trends, comparable homes, and even the soil (who knew this would be a factor!) all proved invaluable to us during our home purchase. For example, our new home needed to be within certain boundaries so that our oldest son could continue to attend his school, and we also had preferences as to the neighborhood, as well as wanting to stay in close proximity to our church and work, not to mention within our budget. He took all these factors into account, and we can without exaggeration say he helped us buy the one available home that met all of our priorities.

Jim is also extremely generous with his time, his talents, and his gifts. He worked within our schedule, always arrived early to appointments and never kept us waiting, and responded almost instantaneously to all our communications. His advice was always accurate and helpful. He connected us with quality contractors. He gave us everything he could for our convenience including making an organized, readable copy of our HOA documents, giving us moving boxes and other supplies, and a generous closing gift of a clothes dryer. He is unbelievably hard working and we recognize that a large portion of what he did was above and beyond what he is required to do, and much more than what most realtors do.

Jim Pojda is the best realtor we have known and we are so happy with all the work he did for us. We give him our highest recommendation.

Sincerely,


Ernie Lopez
Maren Lopez