



## Rainbow of Knowledge

Education for Life

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July 9, 2007

To: Mr. Michael Nevis  
Alain Pinel  
1071 Blossom Hill Road  
San Jose, Ca. 95123

Dear Mr. Nevis:

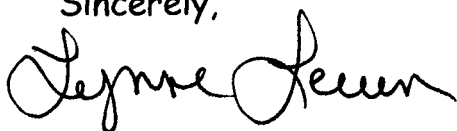
I am writing this letter to thank you personally for the wonderful job your company and agent did with selling my house in March of 2007. I can honestly say that I will vigorously recommend your firm, Alain Pinel, to all of my friends and associates who are looking to buy or sell a home. Although I never dealt with you personally, I can tell that integrity is important to you by the way your agent, Jim Pojda handled my transaction. Integrity is missing from a lot of companies today, and I am so glad that you also feel the importance of "walking the talk" in today's world.

Unfortunately, these days, real estate agents are becoming as popular as lawyers. All of my previous experiences with agents had been about as much fun as going to the Dentist, and just about as painful. I have previously owned 6 different homes since 1978. I have dealt with several different firms throughout the years (Prudential, Century 21, Coldwell Banker, & Remax). On all of the transactions, there were some differences and some similarities. First, these firms did not deliver what they promised. "They didn't "walk the talk". Whether they were off in dollar amounts (one was off by \$75,000.00), or the time it would take for escrow to close, my life was anything but joyful. Several times I had to pay for double moves, stays in hotels, and storage fees. If I had been told this upfront, I could have made arrangements. But these other agents kept me in the dark and did not tell me the truth. Second, the other agents were difficult to get a hold of and the communication was unacceptable. When there was a problem, concern or question, I found it very difficult to communicate with other agents. There were times when I had to wait almost a week for a return call. Third, the disruption of my home life was unbearable. There were times when several agents came to the house unannounced and at all times of the day and night. Some came

before 8:00 am and others came as late as 9:30pm. I was either in the shower, getting dressed, still in bed, eating, or visiting. Also my furniture was moved out so that I only had 1 chair so the house would look bigger! What a nightmare! And last of all, my previous agents were unprofessional, not prepared, and not very smart! It seems to me that these agents were not prepared to deal with all the pressure that comes with the territory. Many agents were too "kicked back" and didn't represent me and my best interests. Just talking about this brings back all those horrible feelings. It makes me want to cry!

Now my experience with your agent, Jim Pojda was very different. He was a bright shining star compared to the other agents that I am used to dealing with. Jim continually made good on his promises. He kept me informed of everything that was going on with my transaction. My transaction was anything but simple. My house was in Foreclosure, I was filing for Bankruptcy and my Attorney was a very difficult person to deal with. Jim did a wonderful job sheltering me from all the stress and pressure and I was very grateful to have him in my corner. Second, Jim was always a step ahead. He has great anticipation skills of what is needed in the future. My communication with him was excellent! When I needed something done, Jim was there. He went above and beyond what I expected to receive from a Real Estate Agent. Third, there was of course some disruption, but it was bearable. Jim made sure that I could still have a life and sell my home at the same time. There were very few disruptions thanks to his personal attention. He advised me on what to do to make the home more attractive to the buyers, but never to a point that made my home life uncomfortable. Last Jim was so knowledgeable about every aspect of Real estate. He handled himself very professionally at all times. He never lost control, he "outwitted", "outlasted", and "outplayed" the other agents when it came to knowledge and experience. He is the reason that the next time I want to buy or sell; I will have a smile on my face. Then I will pick up the phone and call Jim Pojda.

Sincerely,



Lynne Lewin

Principal

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