

Scott & Dolores Baker

Jim Pojda
Alian Pinel Realtors
1071 Blossom Hill Road
San Jose, CA 95123

October 12, 2005

Dear Jim:

This letter is to express our sincere appreciation of the outstanding services you provided us during and following the sale of our home at 44 Broadway Los Gatos. From the first contact with you we were always kept fully informed of what was going on. We value the frequent conversations and the way you kept us advised of what would be happening next and keeping us in touch with the process.

All this and more certainly helped put us at ease during this endeavor. We always received a prompt reply to our questions and inquiries.

Your marketing approach and efforts to show our property was truly stellar. The website you developed to "show case" our home was nothing short of amazing. In fact we have made copies the website CD to give to our children so they may have a graphic remembrance of the home they grew up in. The Open House's were strategically well planned out with great attention paid to every detail and as such were very effective. In addition the full page newspaper ads demonstrated your all out commitment to promote our property which resulted in a prompt sale well ahead of our expectations.

We were impressed with the way you stood up and fought for our position in the course of negotiations. This was further confirmed by a conversation with the buyers agent and the office manager. Your diligence and high ethical standards made our life much easier.

Thank you for helping us manage this momentous undertaking and to further our financial goals and family dreams for a better life.

Best regards and future success,



Cc: Michael Nevis, Vice-president & Office Manager