

December 22, 2005

Alain Pinel Realtors  
Attention: Michael Nevis, Vice President  
1071 Blossom Hill Road  
San Jose, CA 95123

Dear Mr. Nevis:

The holiday season is a perfect time to say "thank you" to some key people in my life. One of them is your agent Jim Pojda!

Being a newly "unmarried" woman, I was faced with purchasing a new home while also deciding on the market value of my existing home. During this entire process- from the summer of 2005 until the late fall- Jim Pojda was at my side and never let me down. He proved to be excellent at connecting me with key people when I needed them: the mortgage broker, the market analyst, the inspection folks, and the phone numbers for the garbage and water people! He was sincere, caring and patient and superbly professional.

Jim always did the right thing and educated me to the process. There were many difficult moments...the right price to offer, buyers remorse, all those forms to sign, communications with the other realtor, problems with the carpet...he always made me feel like my deal was the most important one he had going.

I will recommend him to anyone I know looking to purchase or sell a home. He has the competencies I look for when recruiting new State Farm agents and I would welcome him into my organization. Michael, as a developer of people, I am certain you too appreciate Jim Pojda!!

Sincerely,

*Shari Otteman*  
Agency Field Executive  
South Silicon Valley AFO