

1940 Harris Avenue  
San Jose, CA 95124

February 4, 2009

Jeff Barnett  
Alain Pinel Realtors  
750 University Avenue, Suite 150  
Los Gatos, CA 95032

Dear Mr. Barnett,

I knew from the very first day when Jim Pojda went the extra mile to drop off his sales packet at our front door, that he was the realtor for us. I was given 3 referrals and once we met Jim, there was no competition.

From the very start of the process of selling our townhome so that we could buy a larger single-family home, Jim kept us informed and relaxed. He was always extremely responsive. We put our townhouse on sale in October of 2009. It was a very bad market and several deals fell through. But Jim stayed positive and stayed the course until we finally sold in December. He worked steadfastly during the holiday season for us. We always felt like we were his only customers even though we knew he was actually working on several clients simultaneously. He even did the work of the agent on the other side of the transaction who wasn't as experienced as Jim.

We really treasure his special touches like the beautiful, professional fliers and online tour, the catered luncheon open house, an account for our packing supplies, and so on. Everything he did was top of the line. It was also a great advantage that he already has strong relationships with mortgage brokers, home inspectors, and any other type of service that we needed. He was able to answer all our questions promptly and with complete professionalism.

Jim was always one step ahead. I could completely trust Jim and I knew I didn't have to worry about anything. The day we were signing the title papers for the sale of our townhouse, we were also trying to get monies wired to the trust company for our new house. We were hitting many road blocks with our banks and were getting very frustrated. Jim said, 'Oh, I can help you with that'. He promptly got on the phone and had everything figured out for us in no time at all. We just looked at each other and said, 'What would we do without him?'

In summary, it was a wonderful experience working with Jim. We plan on recommending him to everyone we know.

Sincerely,  
Donna Bisio  
St E Bisio  
Donna and Steve Bisio