

Michael & Tracie Marshall
45709 Sierra Court
Temecula, CA. 92592
December 15, 2011

*Cheryl
JJB*

Al Haragely
Remax
16787 Bernardo Center Drive #6
San Diego, CA. 92128

Al

Dear Mr. Haragely,

Our intentions with this letter is ensure that the above and beyond job we received is not overlooked. We feel that we must bring to your attention the outstanding customer service we receive by your representative, Ms. Debbie Faremouth

Her professional and courteous attitude, expert knowledge, and patience in handling the selling of our home and all other specific issues dealing with the sell, were very important to us and our complete customer satisfaction.

I am presently a Federal Police Officer and retired United States Marine and my wife is currently completing her Master's at San Diego State University. In addition to having to raise an eighteen month old son while trying to navigate the treacherous real-estate landscape, Ms. Faremouth ensured that my family received the best care, continuing to provide her outstanding and exceptional service. While we know that your company is renowned for the customer service it provides, we feel like Ms. Faremouth treated our affairs with the utmost importance. This is now, one less concern for us and we are deeply appreciative of her assistance and support.

In the past, we felt that real-estate agents were not sensitive to our needs, not providing the quickest and most convenient solutions to our problems from their perspective. Conversely, Ms. Faremouth handled our issues as if they were her own, and we are completely satisfied and grateful for her genuine friendship and professional expertise.

Sincerely,

Marshall

Michael, Tracie and Miles Marshall