

PERCY P. LEE, M.D.

October 22, 2013

Dear Juliana,

I wanted to write this letter to express my highest gratitude for making the sale of our Palo Alto Condominium so successful and smooth despite the expected and unexpected challenges. Working with you on this project has been a great pleasure and you have relieved a significant amount of stress and worry for us through this process.

When we moved away from Palo Alto 5 years ago, we had consulted with you regarding the timing of our sale. You had astutely and correctly advised us to wait until the right timing. When the right timing came this year due to multiple personal and market factors, I knew from the beginning that you would be the right person to help us successfully through this transaction. I did not interview another broker.

I realized the challenges of this transaction as we now live in Los Angeles, and I as a busy professional as a physician have limited time to focus on this important task. What I learned through the process of working with you and your team is the following: You are extremely efficient and because of your extensive experience offer very decisive and pointed recommendation that was tantamount to the success of the transaction. We appreciated your outstanding communications skills and willingness to explain all the details from the very basic to the very complicated issues at hand. In fact, what we appreciated the most was the sense that you have dealt with so many transactions and challenges, that you were always thinking one step ahead, and importantly we had a partner to guide us through our first sales transaction.

Your team approach was fantastic. In my work, I also believe in building a strong team where various experts and supporting staff help doctors provide the best care. Though the doctor makes all the difficult and tough decisions, he/she needs a competent team to advise and maximize the quality of care. Similarly, you have experts in all phases of the transaction whom you oversee or have worked with for many years. This clearly gives your client a strong edge over the competition while you oversee and execute the most crucial aspects of the process. A clear example is you going above and beyond to work with the buyer's loan appraiser to assuage his concerns and facilitate the approval of the buyer's loan.

We could not be happier with how you have helped us. Receiving an offer and closing an escrow that was \$40,000 above listing price with a listing price that was priced at market-value in a non-multiple offer situation was unbelievable. Thank you.

With gratitude and admiration,

A handwritten signature in cursive script that reads "Percy Lee". The signature is written in black ink and is positioned below the text "With gratitude and admiration,".