

Ken Friedman  
Building 4, Suite 101  
1001 Page Mill Road  
Palo Alto, CA 94304

7 January 2013

Stefan Walker  
Alain Pinel Reators  
750 University Avenue, #150  
Los Gatos, CA 95032

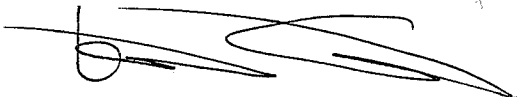
Stefan,

My entire family would like to thank you for your help in closing what was, I am sure, one of your longest and more complicated sales. You initially listed the property when it belonged to my mother. She had lived in the house for over 20 years and we all agreed she might be overvaluing the home based upon sentiment. Regardless of this, you spent significant marketing dollars and time trying to sell the home. My mother was absolutely enthralled with you and your professionalism. You worked with my mother for many months trying to provide valuable pricing feedback to her while honoring her choices. Unfortunately, my mother passed away before the home was sold. Now my sisters and I were able to experience your professionalism first hand. We never felt any pressure to list with you and, while we were making the decision, you were very good at providing data to us when we needed it. More importantly, because none of us lived near my mother's house there were several instances where you kindly went up to the home to handle issues for us. When we were ready to sell the home we hired you. My mother's house was a very old estate and would require a very particular buyer. I was impressed by the amount of marketing you put into the home and your feedback and updates were extraordinary. You handled information requests from all three of us (my sisters and I) with aplomb and made sure that your communications were shared with all of us. I might also point out the inherent difficulties of working with a family through a crisis and you did it. When the offer was received you handled everything for us and ultimately were able to sell the home without a hitch.

To anyone who is considering using you I cannot emphasize enough how impressed I was with the service you delivered. I have bought and sold many properties and you are without reservation one of the top real estate professionals I have ever worked with.

Thank you again for helping us with what was a very difficult and emotional sale for my family.

With regards,



Ken Friedman