

September 12, 2002

Marie Kane
KANE & ASSOCIATES
879-A Island Drive
Alameda, California 94502

Dear Ms. Kane:

Two years ago, while in the process of moving out of a house my wife and I were renting, we met Pat Colburn and mentioned that we were looking to buy a house as soon as we could afford one. Although we weren't ready to buy a house at the time, Pat got our names and address (and email addresses) and said she would stay in touch and send us listings to help us search for a home. Over the course of the next couple of years, Pat did stay in touch to discuss our needs in a house and to send us listings. Even though it took us most of that time period to put ourselves in position to offer on a house, Pat continued to help us evaluate what kind of home we could afford in this market.

Later, when we were ready to offer on a home, Pat made sure we received the most current listings and helped us find homes we liked and could afford. Eventually, she helped us close on a home we liked in an excellent location for below the asking price. (An impressive feat considering the unbelievably aggressive real estate market these days, especially in Alameda.)

We are bringing this to your attention because Pat not only did her job, but was such a pleasant and enthusiastic person that it made something that can be very *stressful* into a fun and enjoyable experience. She really is exceptional and we will recommend her to anyone we know who is looking for a new home.

Sincerely,



Mark Arniola