

John and Norma Mercer

December 10, 2002

Susan Forrest
Realtor
Royal LePage Realty
Box 487, 127 Alberni Highway
Parksville, B.C. V9P 2G6

Dear Susan,

We are writing this letter to thank you for everything you did to help us find our new home on the Island. It is not easy to try and locate a suitable place to live here when we were living on the mainland, but your extensive knowledge of this area and the fact that you took the time to get a clear idea of what we were interested in, made the task much easier and was very much more time efficient. This was really appreciated, since our time was so limited.

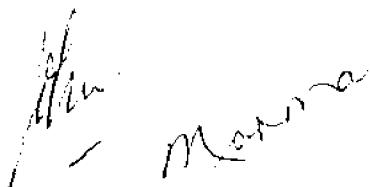
Having done all the research on what was available in the areas we were interested in, you printed out sheets with all the basic statistics on all the places we were going to be visiting and we were able to make notes and compare criteria so we could narrow the field. This was done for each day and helped us organize our approach and reach a final decision.

The skills mentioned above may be common to many realtors, but, for us, the difference is how genuinely helpful, kind, and patient you were. It is these qualities that would ensure our recommending you to anyone interested in getting an honest, capable, and exceedingly helpful agent. You helped us with the offer and represented us in several different situations. We could not be there and you were there for us, looking after our interests, even after the sale went through and your role was over. There were extras that you did, like looking up bus routes and fitness centers, because you knew these were important to us. You did a lot for us when you did not have to and you have followed up to see if everything is going well. That speaks for itself.

I guess it can be summed up by saying that you take a personal interest in your clients that is reflected by their support for you. You have a style and manner that engenders confidence and trust. We would want you as our agent again, and if we move again, you will be. We have told people about all the extra things you did to make our move easier for us, and told them if they have any sense, they will see you about buying or selling.

We think you have a great career ahead of you, built on the satisfaction and appreciation of all your clients, and we wish you the very, very best.

Sincerely,

Handwritten signatures of John and Norma Mercer. The signature on the left is 'John' and the signature on the right is 'Norma'.