

November 15, 2004

Ms. Tony Milyard
RE/MAX 4000 Inc.
2478 Patterson Road, Suite 1
Grand Junction, CO 81505

Dear Ms. Milyard,

I am writing to let you know how pleased my wife and I were by the level of service we received from Jephtha Sheene of your office. Let me briefly describe our experience.

My wife and I grew up on the eastern slope of Colorado and most of our family still resides there. After living in Pennsylvania for eight years, we decided to make an effort to move back home to Colorado. In late August, a local company offered to fly my family and me to Grand Junction so we could negotiate the terms of my employment. With only a few days notice prior to our arrival in Grand Junction, I contacted your office and was assigned to Jephtha.

My wife and I were scheduled to arrive in Grand Junction on a Thursday and return to Pennsylvania on the following Monday. Factor in the employment negotiations and we did not have a lot of time to look at real estate. However, Jephtha really stepped up to the plate. She had arranged for numerous showings and gave up her entire weekend to spend with us. Jephtha also realized that we were likely to make a decision that weekend and contacted a lender on Saturday to start the financing process.

After selecting our new home on Sunday and returning to Pennsylvania, Jephtha continued to shine. Being two thousand miles from Grand Junction, I anticipated significant logistical difficulties in getting everything in order to close on our new home. However, Jephtha kept in constant communication with the builder and made certain that we had all of the necessary paperwork in a timely manner. In addition, with a tight timeline between when the builder would let the inspector in and the inspection objection deadline, at my request, Jephtha reviewed the inspection report herself and summarized the findings over the telephone.

While originally contemplating the relocation, I expected the process of finding and purchasing a new home to be extremely difficult from two thousand miles away. However, Jephtha made extraordinary efforts to make the transition as smooth as possible. She was professional, courteous, and above all, treated us as if we were old friends, not as just another commission. My wife and I are extremely grateful for everything Jephtha did to help us during our move.

Since our move, Jephtha has contacted us on several occasions to see how we were adjusting to Grand Junction. I sincerely hope that Jephtha receives the recognition that she deserves.

Regards,


Michael A. Berry