

August 1, 1999

Chip Brent
Del Cerro Properties
6398 Del Cerro Boulevard
San Diego, California 92120

Dear Chip:

Now that we're into vacation mode, we can sit down and write a letter to say a proper thanks.

As you well know, we are very, very grateful to you for all the guidance and good advice in getting the old homestead sold (for a marvelous price!) and in finding a terrific condo for us. After living in the same house for 28 years, the decision to downsize had the potential to be traumatic. With your help it was a positive and exciting experience.

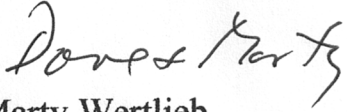
First, your expertise and sensitivity to our needs as we began looking at condo possibilities were extremely helpful. And your convincing us to look at the condo we finally bought (and then staying on top of the bidding war for it) shows us what a dedicated, professional agent you are.

Second, the way you eased us through the process of putting our house up for sale was very impressive and greatly appreciated. From the preliminary walk-through with realistic suggestions for preparing it for sale through every step to final sale and signing of all papers.

We also greatly appreciated your willingness to be available to help us herd relatives and friends through the condo before we actually took possession.

Many, many thanks! You are a terrific agent who we will recommend without hesitation (and, in fact, we already have!).

Also, our gratitude to Dale for being such a competent part of the support team.

Sincerely, 
Dave & Marty Wertlieb