

GABRIELLE G. McCLURE-NELSON

Certified Public Accountant

141 Savannah Drive West, Caravel Farms, Bear, DE 19701

I will attempt to keep this letter brief, but may be unable to do so given my desire to tell you what an outstanding job our agent, Michael A. DiFonzo, did for us in selling our home.

My husband and I became acquainted with Mike last August when we wanted to make an offer on a home listed in Glenn Mills, Pennsylvania. We stopped in unannounced at your Office about eight p.m. on a Friday night; an inconvenient time for most people, but not as we soon learned, for Mike since he is seemingly, always on the job and always ready to lend assistance.

Unfortunately, we weren't able to sell our home in time to take advantage of buying that home. We had our house listed with another real estate firm at that time and as soon as our contract with them expired, we called Mike to list our home.

That turned out to be the smartest move we could have made. Mike was relentless in his efforts to sell our home and achieve the maximum exposure to potential buyers. He provided us with a complete and professionally prepared binder which included a listing of recent sales in our development that assisted us in the determination of a selling price; three pages of "tips" on how best to show our house; and thorough information concerning the services rendered including your guaranteed performance program.

But that isn't all Mike did for us. He didn't abandon us once he obtained the listing as many agents tend to do. He called us EVERY DAY concerning showings and reactions of people who saw the house, especially negative reactions which helped us identify and correct minor faults that we had overlooked.

He followed up on EVERY showing the house had including the showings at open house to keep us informed as to the likelihood of the house selling. He kept us informed of every house that went on the market in our development in order that we could continuously reevaluate our pricing decision. He held a "brokers party" at our house, at HIS expense, in order to increase market exposure.

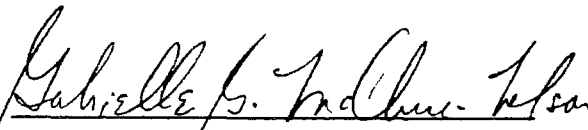
In short, this agent was a home seller's dream. He recognized how anxious we were to sell our home and made himself continuously available to us in his efforts to sell our house and show us listings for the purpose of finding a new home. He not only offered outstanding professional advice to us at all times, but he also demonstrated remarkable insight and sensitivity when he discerned we were becoming discouraged of ever being able to sell our house in this slow market. He buoyed our spirits and offered encouragement when he sensed we were losing hope. Mike never doubted that he would be able to sell our house and because of his dogged work and determination our house sold at the price we wanted.

My husband and I know of several people in our development who plan to sell their home in the near future. We are making it our personal business to inform them of the hard work, professionalism, and courtesy they can expect from Mike in our recommendation of him. He is an outstanding credit to your firm.

Sincerely,



C. David Nelson



Gabrielle G. McClure-Nelson