

October 2, 2000

Century 21 Real Estate
4717 University Drive, Suite 112
Huntsville, Alabama 35816

Attn: Mary Olliff

Re: Selfless Service of Agents
Shirley Landry Finnorn and
Ilyasha Anderson

Dear Ms. Olliff

My wife and I would like to take this opportunity to thank you and your agency for the effort that was put forth in selling our home. As a result of the diligent and positive service rendered by your agents, we have a renewed respect for realtors. We appreciate all the hard work that was accomplished from two of your agents. I personally have not seen such dedication. Through their efforts we were able to sell our home within 30 days of signing with your agency.

We were amazed at the degree of effort, which they took in easing our situational inability to have hands-on contact with the property. Their long hours of ensuring that simple and complex required maintenance be accomplished greatly reduced our burden. Much of the preliminary repairs were done under their (with our blessings) continuous supervision. Their stewardship in handling our property should be commended. I hope should the occasion ever present itself again, that we would be as fortunate enough to work with people of this caliber.

Thank you so very much and may both Shirley and Ilyasha know that the dedication and effort will never be forgotten.

Yours very truly,

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PC