

Steve Tryon
1114 Aberdeen Avenue
Livermore, CA 94550

March 17, 2009

Rishi Bakshi
Broker/General Manager
Intero Real Estate Services - Fremont
43225 Mission Blvd
Fremont, CA 94539

Dear Mr. Bakshi:

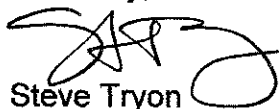
I am writing to recognize one of your employees, Trang Dunlap, for her outstanding efforts on our behalf.

Trang has been helping us through the process of finding and purchasing our home. At each step she has provided all the information we needed, and been more than willing to help with any definitions or explanations that we requested. She was also willing to keeping finding more available listings to look at that would satisfy our desires for school districts and cost.

Trang was very accommodating of our needs. For example, since my job is very time-consuming, many of her telephone calls were taken by my voice-mail. Whereas many would likely have become frustrated in her place, she was patient and always very professional and cheerful in her messages. We also found e-mail to be a very effective way to correspond for many items.

I doubt that any of my comments will come as a surprise to you. In my experience as a manager I have found that employees who perform at this level typically do so consistently. However, I did want to make sure that you were aware and able to recognize Trang's efforts in this case.

Sincerely,


Steve Tryon