



March 5, 2007

Dear Hannah,

I would like to thank you for your assistance in helping me find my first home. Working with you was a pleasure from start to finish and a reminder of the "art of customer service" that can be so tough to find these days.

I appreciate your willingness and ability to guide me through the purchase process, ask the right questions of me at the right time, and assist with the unknown (at least to me) steps that I encountered along the way.

Your knowledge, patience, and energy level really helped make my buying experience pleasurable.

I look forward to referring folks to you in the future.

All my best,



Scott A. Swartz