

George Patik

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Attn: Chief Operations Officer,

A few days ago I discussed with some friends the ease with which I recently sold a house in Lomita. The house which my wife inherited, was about seventy-five years old and needed painting, termite repairs, bolting down, as well as a number of lesser delayed maintenance procedures. Though I've been involved in that kind of work many times while buying and selling properties, I no longer relished the thought of a fifty-mile drive. My vision is poor and my driving limited.

When asked how I did it, it occurred to me that it wasn't me at all but your agent, Mirko Zeljak, that made it so easy. When first contacted by him seeking a listing of the property, I almost dared him to sell it by raising the net minimum return to my wife by more than \$10,000.00 above what other agents thought we could get.

Mr. Zeljak, honored every request we made of him, and never pressured us to discount our net return. But the most significant aspect of his superb performance was that I didn't ever need to go to Lomita or to your office. Everything was handled by telephone, the mail or Federal Express. This included his finding the necessary contractors to do the required work and proding them toward timely performance. I might add that in every case it was at a lesser cost than I would have been able to get it done. In addition to tending to all the details, I was always kept informed of the current status of the work, the buyer's loan progress and every phase of the impending sale.

Yes, I did finally meet the very personable Mr. Zeljak, but only by coincidence, when our son drove us to Lomita to take a last look at the house where my wife spent her childhood days. I believe that Mr. Zeljak is your top salesperson and I know why. I would like to take this opportunity to thank your organization and especially Mirko Zeljak for the excellent handling of this sale.

Very truly yours

