

--Forwarded Message Attachment--

From: Jason Chow [chow.od@gmail.com]
Sent: Monday, June 18, 2007 11:18 PM
To: Kitty Stockton; kitty@kittystockton.com; Kitty B. Stockton
Cc: Che-Chin Lie; Che-Chin Lie; hermes hu
Subject: Kitty's recommendation :)
June 18, 2007

Dear Future Homeowner,

We have had the privilege of working with Ms. Kitty Stockton over the past ten months as our exclusive buyer's agent. We want you to know that her service has been absolutely outstanding. Time and time again, she has gone beyond the call of duty to help us make our first home purchase a successful one! We are grateful for her diligence and give her our highest recommendation. If you have any questions or concerns about working with Kitty, please feel free to call us at (650) 799-4935. We have tried to organize our thoughts below on why Kitty is such a qualified agent. She offers...

Trustworthiness

Kitty genuinely cares about her clients. Believe us, she is not in this for the sake of making a quick commission. As first timers, we had our hearts set on a new house, and yet Kitty asked us to consider a more affordable home. She wanted to make sure that we were making the right decision and encouraged us to take our time while educating us on finances, family, and career planning -- our happiness is something that she took personally. In this day and age, it is rare to find someone who thinks beyond the dollar sign. Kitty is that person. **She is a person of ethics and dignity and we respect her for that.** She fully utilizes her resources at Prudential, asking lawyers for advice on contracts and transactions whenever needed. When our deal was all but complete, rather than quickly processing the sale, Kitty scrutinized our contract for inflated closing fees and helped us to negotiate a better deal. She is the true meaning of a BUYER'S agent, and represents her client to the highest standard.

#2 *Experience*

We think it is important to hire someone who can put there money where their mouth is. Kitty has a track record of successful real estate investments. She has also built her own custom home, an experience which proved to be invaluable in helping us to design our own. She is committed to her trade (as you will recognize from the many pins that she wears!) and is able to explain her expertise in verbage that commoners like us can understand. Believe us, we bombarded her with many questions! And each time she would answer us thoroughly and patiently, not matter how amateur the question.

#3 *Efficiency*

Kitty was able to pinpoint prospective homes and set up a game plan that saved us time. She accommodated our busy schedules, and showed us homes in a logical order so that we could see as much as possible under any time constraints that we may have had. Even after we decided to buy from a new builder, Kitty showed us comparable older houses to confirm our decision.

#4 *Reliability*

When Kitty tells you something will get done, it gets done, period. And many times, it is her going beyond the call of duty. For example, when deciding on purchasing from this particular builder, Kitty not only researched the market values of the nearby homes, but she also called other agents who had purchased in the neighborhood to ask for their feedback on the builder. This certainly reassured our decision to proceed. Then, one week AFTER we signed our purchase contract, Kitty volunteered to join us for over five hours at the studio to make our interior and exterior selections. Again this goes back to Kitty's commitment to her clients. **She is readily accessible, answers emails/phone calls promptly, and was able to accommodate our busy schedules. You will not find a harder working agent around.**

#5 *Professionalism*

Buying a home can be an emotional experience. Working with a builder can only heighten tensions when/if things don't go as planned. When construction issues arose (for example, there were questions about deadlines and last minute permitting changes), Kitty was there to mediate. It was an emotional time, yet Kitty was able to maintain her composure and assertively represent us throughout the building process including the final inspections. Having an

assertive agent like Kitty and a respected name like Prudential in our corner forced the builder to take our concerns seriously. And that they did; in the end everything worked out fine. Kitty is incredibly thorough, patiently explaining the contracts to us and immediately communicating any ambiguities with the seller.

#6 *Personality*

We can tell that Kitty really enjoys her work. She has an upbeat attitude and a great sense of humor that is fun to be around. The fact that she is so open minded and empathetic makes her very easy to work with. She is an excellent listener who we are sure will tailor her services to your needs.

Again, if you have any questions or concerns that we have not addressed, please feel free to call us at (650) 799-4935. Or better yet, save yourself some time and energy and hire Ms. Kitty Stockton. You will not be disappointed!

Good luck.

Sincerely,

Jason Chow & Che-Chin Lie