

INSURANCE
MARKETING
GROUP

03/05/02

Realty One
32713 Walker Road
Avon Lake, Oh. 44012

Attn: Office Manager

Re: Lisa Kinsner Scheer

Dear Sir / Madam:

I would just like to take a moment to commend you on one of your agents, Lisa Kinsner Scheer.

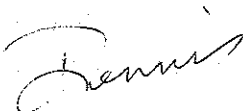
I recently purchased a home in Avon Lake at 32253 Pinehurst Drive. Lisa was the seller's representative. I have purchased a substantial number of properties in my lifetime, both commercial and residential. However, never, in all these experiences, have I ever had a selling agent take as much interest and go above and beyond the call of duty as Lisa did in this transaction.

In this age of sales people just working to get the commission, it was extremely heartwarming to experience Lisa's caring and professionalism. She went well out of her way to make sure that I was pleased with my purchase, well after the sale had been completed.

Lisa is an excellent representative of your office and I would feel very comfortable recommending her at any time.

Thank you for your time and consideration.

Sincerely,



Dennis W. Warnock, CIC, CPIA
President

Insurance Marketing Group Agency, Inc.

27955 Clemens Road • Westlake, Ohio 44145 • (440) 892-1119 • (800) 292-6195 • Fax (440) 892-1159