

# MODEL N

May 13, 2001

Lisa Kinsner Scheer  
Realty One  
32713 Walker Road  
Avon Lake, Ohio 44012

Lisa:

I want to personally thank you for doing a wonderful job selling my house in Bay Village. From our first meeting all the way to the final signature on the last document, you were always a professional.

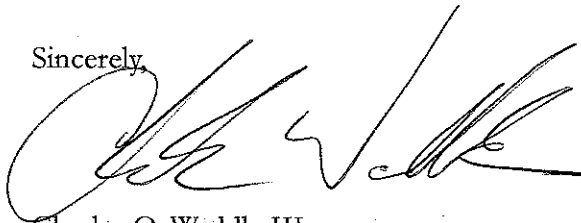
I was most impressed with your ability to listen to my needs and execute accordingly. You understood that my primary goal was to relocate to San Francisco and tailored the process to meet my requests. You provided the needed expertise and advice so that I could make the most of my remaining time in Cleveland.

Your attention to detail and follow-up on action items is to be applauded. Your responsiveness was so good you usually called me before I could get a call out to you! Were you reading my mind?

Receiving a refund check from the title company is a perfect example as to your effectiveness. This is something I would not of known to inquire about yet you brought this to my attention and executed. I can see from this action that you know every one of my dollars counts! Are you also an investment banker?

Selling my house has made all the difference in my new endeavors by giving me peace of mind that my affairs in Cleveland are settled. You made that happen for me and I truly appreciate your extraordinary effort.

Sincerely,



Charles O. Weddle III