

October 24, 2013

Ms. Molly Schmittgen
Howard Hanna
32713 Walker Road
Avon Lake, OH 44012

Re: Florence and Bernie Jakaitis real estate transactions

Dear Ms. Schmittgen,

Lisa Scheer is the consummate professional who goes above and beyond to take care of her clients' needs. When our folks recently determined it was time to sell the family home and move into a retirement townhome, Lisa not only walked them carefully through every step of the process, she held their hands. Lisa's thoughtful and caring guidance raised their confidence levels when they were faced with important decisions, and kept them grounded as they made the transition.

As their realtor, Lisa expertly provided pertinent market data, easy-to-understand action plans, and strategies for negotiating around unexpected hurdles. As their friend, Lisa helped with household responsibilities when our folks needed assistance. We are so grateful Lisa took the time to take care of them, and for keeping us informed and involved in key issues across the miles that physically distanced us.

Although we will miss Lisa's friendly communications, we all had reason to celebrate when the transaction closed since, due to Lisa's expert project management and negotiating skills, all of our goals had been achieved. There was no question in our minds when we posted our review on Zillow as Lisa truly earned every star we awarded her!

Sincerely,



Ken and Marsha Zemanek
12175 Bernardo Oaks Court
San Diego, CA 92128

✓ Cc: Ms. Lisa Scheer