

November 21, 2001

Mr. Vinh N. Tran
Re/Max Real Estate Services
19200 Stevens Creek Boulevard, Suite 210
Cupertino, CA 95014

Dear Vinh:

We are settling in our new home and finally getting around to writing some important letters to those we left behind in Cupertino! Even as time has escaped us, it is no less important for us to keep in touch and to let you know especially how much we appreciated your services.

Thank you for all your help in the marketing of our house in Cupertino. This was not an easy time to find a buyer with the economic environment being so shaky, but you were patient and encouraging during the whole process. We are still marveling at how you managed to beat the odds in our favor and find us a solid buyer in so short a time.

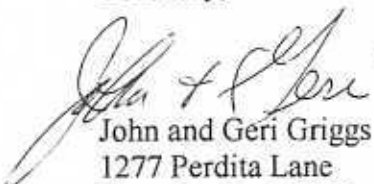
We appreciate how cooperative you were and how you kept us informed weekly on prospective buyers, too. The open houses were held with dignity and consideration to the buyers as well as to us in displaying all our belongings to the public. You were very helpful in planning these events and arranging our furnishings to show the house design at its best. Your follow-up of every lead was admirable.

When it came to the negotiations and fine print covering the terms of the sale, you were unwavering in getting the price we wanted; and you handled the buyer's demands and real estate agent with firmness and humor. We thank you for your positive attitude through these negotiations as well.

We are still awaiting a visit from you when you are next in this area, and be assured you will always be welcomed here. Should we ever move again, we would wish to use your services again if at all possible.

We wish you much success in the coming years.

Cordially,


John and Geri Griggs
1277 Perdita Lane
Lincoln, CA 95648