

1322 Chrome Hill Road  
Jarrettsville, MD 21084

30 April 1999

Mrs. Georgia Resch  
Branch Manager  
Long and Foster Realtors  
9171 Baltimore National Pike  
Ellicott City, MD 21042

Subject: Commendation for Exemplary Service

Dear Mrs. Resch:

I want to take this opportunity to thank you for allowing me the real estate brokerage services rendered by Mr. James W. Bimstefer, an Associate Broker that works for you at Long and Foster Realtors. During the advertisement and ultimate sale of my house, Mr. Bimstefer demonstrated his desire to work as my agent and deliver high-quality service.

I am one who is typically difficult to please. By my estimation, my first agent's performance, employed by a rival company, was lackluster and apathetic. I called him numerous times without response in an attempt to determine the status of property advertisements and the number of walk-through visits. During that time, my contract would run out, and I would renew it on a monthly basis. I noted that I would receive mailings from what I perceived to be an eager, yet non-intrusive, Real Estate Broker. In fact, I knew my contract had expired, not by my agent calling me, but by these mailings I received informing me of the expired listing. After about 10 failed months to move the property on the market, I chose to give Mr. Bimstefer, who had now become familiar to me via his mailings, a shot.

I was impressed from the very beginning. He picked up the ball and did everything I had demanded of an agent. No longer was I calling an agent to inquire about my property, but he was calling me with the latest developments and sending copies of advertisements with frequency. He was realistic with numerous incoming offers and gave me his professional perspective on what he thought was in my best interest, having the figures prepared well in advance. In fact, the house would finally sell in less than 90 days at a price higher than I had asked or ever expected given the market in the area.

During the settlement process, there was a slight problem that had developed between the buyer and myself. Mr. Bimstefer worked exclusively and arduously to mediate the dispute to a successful result. When the outcome had been determined, Mr. Bimstefer continued to help me to accomplish the task required by the settlement agreement, even after his responsibility as my agent had terminated. This type of service is unprecedented in any profession.

Let me say that it is my opinion that you have a thorough, unsurpassable, and reliable individual in Mr. James W. Bimstefer. As you can easily conclude, should anyone ever ask me for a real estate broker recommendation in the Baltimore-Washington corridor, Jim Bim will be the one and only name I will recommend.

Highest Regards,



David E. Jones