

Terrie & Wayne Hywari

January 19, 2005

Mr. William D. Ripley
Broker/Owner of Century 21 Ripley
13706 Research, Suite 200
Austin, TX 78750

Dear Mr. Ripley,

Wayne and I wanted to write this letter to show our appreciation for the service that your company has displayed over the last month. I contacted your office through email along with 3 other firms and Ron Yaudes was the first and only person that responded to our request regarding relocation to the Austin area. I talked with Ron over the phone and gave him insight on what our needs were and the kind of realtor that we were looking for. We can't thank Ron enough for hooking us up with Rhonda Sebastian.

Wayne and I on our own have dealt with many realtors over the years and this is a first for the both of us working with Rhonda. From the beginning Rhonda was on the ball, the very first day sent us homes for review over the internet and through this 3 week process we were able to find homes that met our requirements. Rhonda went the extra mile and previewed the homes. In fact, through her attention to details she was able to show us all the right homes for our visit this past 4 days. For some reasons each of the homes that we picked for review over the internet didn't meet our needs. Rhonda each morning met us with more homes to look at or eliminate. Her drive to keep on going over 450 miles later and 25 homes or more we were able to find our last home. There was one day we were overwhelmed and Rhonda was able to keep all the homes and the reasons we didn't like them straight, impressive.

Rhonda's negotiating and representation to us the buyers are the reasons we have a home in Austin. As a business woman the deal made me shake my head, but Rhonda's determination and drive on the points made us get a deal of a life time. As I sit here writing this letter; I realize that I will be moving in 30 days and thanks to Rhonda it feels so right.

Wayne and I can't thank Rhonda enough for her time, effort and most of all her professionalism to a business that sometimes makes you wonder who side are you on, yours or mine. Mr. Ripley, we hope that you recognize Rhonda for her talents and her ability to make your office #1 in our eyes and future business.

Sincerely,

Wayne & Terrie Hywari
