

May 25, 2011

To Future Clients of James Endo:

I recently completed the sale of my condominium in Santa Clara. Because I had to move to Pennsylvania for my job, it was necessary to sell despite the current state of the market. As a result of that market I had to perform a short sale. It is not overstating the situation to say that without James and the Altera Real Estate team I would not have been able to successfully close this sale and complete this chapter of my life.

First, James was able to get top dollar for my condominium. I received 2 offers within 2 weeks of listing the property and both were above the asking price. They were also both above the price of the last (identical) unit sold in the complex. This alone should be viewed as a minor miracle given the state of the real estate market.

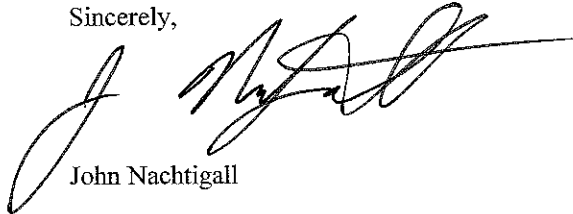
Next, James was able to negotiate with all the relevant parties to complete the short sale. While this may sound like a relatively easy task, in reality it is a long, complex, and often times frustrating experience. Because James and his team were doing all the heavy lifting I was not required to be involved. My only contribution was signing documents and receiving updates from James and the team. Having been through the experience now I have concluded that anything less than full expertise in short sales is a fools journey. James is fully certified in this situation and the difference shows in every aspect of the sale.

Finally, James and his team went above and beyond what I could have reasonably expected for service. Because I am on the other side of the country, I am unable to perform even simple tasks such as turning on the electricity or checking on the state of the property. Without asking James and his team did all of these things for me which further simplified the process

In conclusion, you hire a real estate agent to be an expert that is on your side. James personifies this ideal and his personal and professional commitment to clients elevates him above other real estate professionals. My only problem is that he only works in California and now any other agent will pale in comparison.

I am happy to speak with you personally to answer any questions you may have.

Sincerely,

A handwritten signature in black ink, appearing to read 'John Nachtigall', written in a cursive style. The signature is positioned above the printed name.

John Nachtigall