

JASON AND ROBERT OLLANDER-KRANE

S.F.

June 8, 2009

Mr. Fulton Murray
Prudential Real Estate
Santa Fe, NM

Dear Mr. Murray,

About 18 months ago, we began our search for a retirement home in Santa Fe with a real estate agent from another brokerage. Over a period of 12 months, flying back and forth from our home in San Francisco, we looked at over 100 homes. Ultimately we decided to switch agents and selected Mark Banham and Philip Ross.

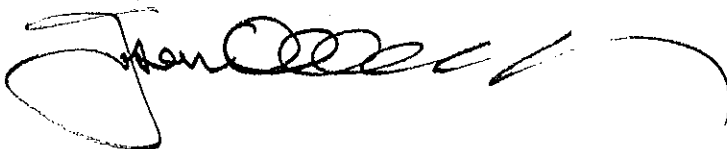
Not only did Mark and Philip listen carefully to our needs and desires, they then translated them into a hassle-free, tightly coordinated weekend tour of available homes during which we saw nearly thirty homes in diverse neighborhoods. It was fun, well-targeted to our needs and completely comfortable. And in that one carefully planned weekend with Mark and Philip, we found our dream home.

Mark and Philip's terrific relationship building didn't end when we found the house, though. Throughout the contracting and negotiating stages they provided clear counsel and solid advice, followed up quickly and thoroughly and never hesitated to remind us when we needed to meet a deadline. They were proactive in moving our deal forward so that we closed as quickly as we could.

Once the deal was closed, Philip and Mark did everything they could to help us feel at home in Santa Fe-- by providing advice on where to shop, eat, find the best local resources, even filling us in on how and where to meet people. We thought we were engaging real estate agents, and we certainly got that. In addition, though, we got two strong advocates, thoughtful advisors and caring friends.

We are very pleased with our choice, our new home and our move to Santa Fe. We highly recommend Philip and Mark!

Sincerely yours,

A handwritten signature in black ink, appearing to read "Jason Ollander-Krane", with a large, sweeping flourish at the end.