

**From:** David Rose [mailto:dbjlrose@gmail.com]

**Sent:** Sunday, August 14, 2011 7:42 AM

**To:** Neal Weichel

**Subject:** Customer Satisfaction / Testimonial

Neal,

I received the movie tix - thanks! Also received the Customer Satisfaction/Testimonial document and if alright with you, I will respond via email. Please see below (paraphrased document responses):

Process handled professionally?	<b>YES</b>
Did our office stay in good communication with you thru the process?	<b>YES</b>
May we use you as a reference?	<b>YES</b>
Anything that should have been done differently?	<b>NO</b>

Anything done particularly well?

**Response:** *On-going communication around lender behavior was excellent!*

**Testimonial:**

*I would recommend Neal Weichel and RE/MAX of Valencia to anyone looking to purchase a home in the Santa Clarita Valley. From our initial contact with Neal over 6-1/2 years ago, the focus was on our needs and the transaction was 2nd. During the last 2-1/2 years as we considered our options from Loan Modification to Short Sale, Neal served more as a Real Estate Consultant rather than agent/broker. Again, the primary focus was on our needs and understanding the best options for me and my family. Explaining the short sale process, lender behavior and trying to make sense of a very tumultuous market was invaluable.*

*I have lived all over the US and dealt with numerous Real Estate Professionals from New York, North Carolina, Chicago and LA. Neal and his team are hands down the most professional, credible and knowledgeable Real Estate Pros I have ever worked with and believe you will come to the same conclusion.*

*D Rose, August, 2011*