

October 27, 2012

8 Southpine Drive
Franklin, MA 02038

To whom it May Concern:

We recently retained Warren Reynolds as a realtor in the selling of our condo in the Highwood Condominium Complex in Franklin, MA. Warren was most helpful from the beginning of the process to the closing at the end.

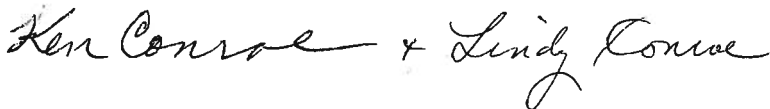
He helped us arrive at a realistic assessment of the market value of the property and gave us suggestions as to reasonable upgrades that would enhance it to buyers. He was also knowledgeable as to where we could locate vendors to do the work we decided to do. Because of his advice, the people who looked at the unit on the second day it was on the market decided to buy it. Warren was also helpful with advice as we went through the 'back and forth' process of arriving at a mutually agreeable price with the buyers.

All in all, Warren was very knowledgeable about the whole process of marketing and selling the unit, and he explained it step by step. He always took phone calls when we had questions, no matter when this was. One of Warren's strengths is his outstanding attention to detail. Because of this, everything was done in a timely manner and there were no glitches in the process.

Additionally, Warren has very good 'people skills' and is very easy to work with. He was able to communicate and get along with all the parties involved in the sale. It was a great relief to have him guide us along and to "hold our hands" throughout the process.

We would recommend Warren Reynolds highly and will definitely use him at some point when we are selling our home in Franklin. This is the fourth piece of real estate we have sold and he is by a huge margin the best real estate agent we have ever encountered. You will be well served if he is looking after your interests.

Most sincerely,

A handwritten signature in cursive script that reads "Ken Conroe & Lindy Conroe". The signature is written in black ink and is positioned below the typed name.

Ken and Lindy Conroe