

Thursday February 21<sup>st</sup> 2013

Dear Leslie, Val and the great team of Grand Estates Auction,

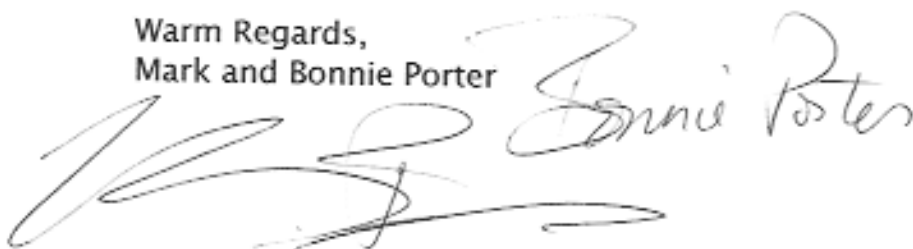
Mark and I wanted to thank you for the wonderful job your team did selling our home in Steamboat Springs, Colorado. When we first contacted your company and two others we carefully weighed the differences. Mark and I realized that Grand Estates was clearly focused on finding buyers worldwide without relying on the local brokerage community. Ironically the winning bidder was represented by a broker but your marketing, global reach and reputation jolted the buyers to take action on auction day. The fact that you were able to gather nine qualified bidders is a testament to your methodology especially considering that we were listed for over 4 years without a real offer.

From our initial phone consultation up to auction day your team answered all our questions truthfully, you kept us abreast of any developments along the way and we felt involved in the process all along. We believe that your diligence, hard work and the entire team involved worked as if our home was their own. During the lead up to the auction we felt we entrusted our home to a team of dedicated professionals who knew what they were doing. We're glad we trusted your expertise and honest opinion whole heartedly.

On auction day we witnessed the whole plan come together as buyers filed into our home with their checks in hand determined to buy our home. Your auctioneer did an outstanding job building and maintaining the momentum during the auction as Kakie, Tom and you continued to work the room to insure that we didn't leave any money on the table. Once the gavel hit we knew that the price obtained was the best possible especially considering it was the third highest resale in over two years. That in itself is a testament to your hard work and we felt the entire time that you were working exclusively for us, the sellers. Furthermore we were pleased to have confirmation that within 18 hours of the auction 10% earnest money was already in escrow and closing is within the month.

After studying the auction process and the players involved Mark and I knew we made the right decision by choosing Grand Estates. We would gladly recommend you to our friends and colleagues and wish you the best in the new year.

Warm Regards,  
Mark and Bonnie Porter

Handwritten signatures of Mark and Bonnie Porter in black ink. The signature on the left is Mark's, and the one on the right is Bonnie's. The name 'Bonnie Porter' is written in a cursive script.