

November 4, 2015

From the desk of Thomas Santefort

To the entire Grand Estates Auction team:

I want to share my thoughts about my experience this past May regarding a Lake Geneva waterfront property that your company auctioned. When my daughter and I first came to look at it (after she found out about it on Facebook), we weren't in the market for a new home since we already owned a waterfront property on the same lake. That being said, we were intrigued by the auction process and we felt that we should participate to see what would happen. As we were repeatedly reminded by your sales team, there was no risk in participating. In fact, the only risk was potentially missing out on a tremendous buying opportunity.

I must compliment your entire team on the marketing effort that you put forth. I was genuinely impressed by the scope of your outreach which I witnessed personally during the preview period. I could tell how hard everyone involved was working on behalf of the seller. Once auction day arrived, I was surprised by how many people were registered for the auction and more importantly, who was in the audience. Your team brought only qualified buyers to the event and your sellers realized your process was going to determine their property's true market value. After an exciting auction, we emerged as the winning bidders, and my entire family was thrilled. We closed on our new home within a few days of the auction.

Now we suddenly owned two multi-million dollar homes on Lake Geneva and, after serious reflection and interviewing local real estate agents, we were faced with a tough decision: either list our old home the traditional way and hope that it would sell in the next few months/years OR hire Grand Estates and have it sold within the next few weeks for a price with which we'd be comfortable. We went with the second option and once our decision was made, we had no doubt that your team would bring us a favorable sales price...and you did.

Having now experienced your auction process as both a buyer and a seller, I feel that it is one of the best ways to sell and buy luxury real estate. I wish you continued success and I enthusiastically recommend Grand Estates to others selling or buying luxury homes.

Regards,


Thomas Santefort