



College of Education & Human Ecology
29 West Woodruff Avenue
200 Ramseyer Hall
Columbus, Ohio 43210
Phone (614) 292-2480
Fax (614) 292-4260

To Whom It May Concern:

Doug Neal from Coldwell Banker King Thompson Realty recently helped us to find a condo in the Columbus area. I am writing this letter to express my appreciation for his efforts and my recommendation to others that is without reservation. I will recommend Doug to anyone I know who is in need of a realtor's services.

I found Doug to be personable, professional, and honest. He was always friendly in person, on the phone, or via email. His responses were both prompt and thorough. He listened carefully to our needs and worked hard to find just the right place for us.

The depth of his professionalism came through loud and clear when a seller requested to be released from our contract. Doug's advice was sound and he moved us quickly into looking once again for a new home. He did not despair (although my husband and I certainly did!) but immediately began to search with us again.

Due to his willingness to go that extra mile and follow up on leads, we were able to find the perfect home.

I cannot fully express our gratitude to him for the support he provided through the ups and downs of the experience. We knew that we could ask him anything and would get a timely, informed reply. During the closing experience, his attention to detail ensured a smooth process.

Doug is an exceptionally talented realtor. If I ever need to buy or sell a home, his number will be the first I call.

Sincerely,

Patricia L. Scharer
Professor
College of Education & Human Ecology
scharer.l@osu.edu



CUSTOMER SERVICE EVALUATION

Philip & Suzanne Renaud
2290 Old Stone Rd
Blacklick, OH 43004

Our company strives to provide the best possible service in real estate. It's customers like you – the recipients of that service – who are best able to tell us how well we're doing. Of course, we love compliments, but we would like suggestions for improvement, too. Your comments will help us maintain the high quality standards we have set for ourselves.

We appreciate the opportunity to serve you and ask that you take time to give us your opinion in the spaces below. Enclosed is a self-addressed stamped envelope for your convenience. Or if you prefer, you may fax the evaluation to (614) 792-3807. Thank you in advance for your valuable feedback.

Michael R. Huntley
President

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
1. Explanation of the home buying process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Selection and showing of properties according to your needs.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Explanation of Purchase Agreement and Offer Presentation.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Professional assistance during the closing process.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Real estate transactions are complex: Lenders, Title Companies Escrow Agents, Inspectors, and others outside of our Company are Often involved. Considering all elements, how would you evaluate The quality of OUR Real Estate Service?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Comments and suggestions that would help us enhance the Quality of our Service:
Doug & Bob are the best!!

7. How did you select Doug Neal & Bob Price for professional service in purchasing your home?
FROM BEST DEALING

8. Will you recommend Doug Neal & Bob Price and Coldwell Banker King Thompson to others?
Yes

9. May we use your comments in future advertising? Yes No

Date 9/5/03

Client Signature



As always... The Quality Choice™
Independently Owned And Operated By NRT Incorporated.

WE

Seller Client Satisfaction Survey

1. How would you rate your overall satisfaction with the process of your home sale?

- I was thrilled
- Completely satisfied
- Satisfied
- Slightly satisfied
- Not satisfied
- Do not know/Not applicable

2. How would you rate your overall satisfaction with the sales associate who listed your home?

- I was thrilled
- Completely satisfied
- Satisfied
- Slightly satisfied
- Not satisfied
- Do not know/Not applicable

3. How would you rate the value of the service your sales associate delivered to you?

- Exceptional
- Good
- Average
- Below average
- Poor
- Do not know/Not applicable

4. How would you rate the service delivered to you by your sales associate(s) compared to your expectations?

- My expectations were exceeded
- My expectations were met
- My expectations were not met
- Do not know/Not applicable

5. How did you select your sales associate(s) to be your real estate professional(s)? (Darken all that apply)

- Recommended by friend/family
- Past client
- Real estate Web site
- Yard sign
- Television ad
- Magazine ad
- Mail
- Company reputation
- Relocation/corporate referral
- Open house
- Real estate search engine
- Other Friends & Sales Associate
- Radio ad
- Newspaper ad
- Email

6. Which of the following real estate-related services did your sales associate(s) introduce you to? (Darken all that apply)

- Mortgage
- Escrow
- None of the above
- Insurance
- Moving services
- Title
- Inspection
- Home Warranty
- Home improvement repair-related services

7. How likely are you to use the sales associate(s) again when selling or buying a property?

- Definitely would
- Probably would
- I don't know
- Probably would not
- Definitely would not
- Will not have the opportunity

8. How likely are you to recommend your sales associate(s) to friends, family and colleagues?

- Definitely would
- Probably would
- I don't know
- Probably would not
- Definitely would not
- Will not have the opportunity

9. Would you like to comment on any particular aspect of the real estate transaction or the service we provided you? The advising of our home was excellent - informed, business etc.

10. Is there anything else you would like to share with us - about the service you received, special effort made by your sales associate(s), or any other subject? Doug was on top of everything throughout the whole process. He made our move very easy.

Sales associate(s): Doug Neal & Bob Price

Seller(s): Larry and Erin Barreca

JW
WB

RECEIVED IN THE OFFICE OF

JAN 07 2009

JER



Jay M. Poroda

1290 East Kenworth Road • Columbus, Ohio 43224 • 614.261.8317 • jporoda@sbcglobal.net

June 26, 2005

Mr. Bob Price
Keller Williams Real Estate
500 West Wilson Bridge Road
Worthington, OH 43085

Dear Bob:

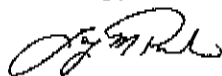
I am writing this letter to thank you for all the work you did to get me into my new home. During my home search you were committed to finding the perfect house for me and your excellent interpersonal skills made the stressful task of searching, negotiating and closing on my home into a truly enjoyable experience.

Being a first-time home buyer, I was truly impressed on how well you communicated with me regarding what to expect during the home search. You were with me each step of the way – whether it was showing me appropriate homes, negotiating a fair price for me, or walking me through the closing process. Moreover, your honesty and integrity helped to ensure that the house I chose was truly my “dream home.”

Because of my experience, I give both you and “The Real Estate Aces” my highest recommendation and I will refer all of my friends to your organization. Please inform any potential clients that they may contact me at 614.261.8317 in order to speak with me regarding my experience with you.

Once again, thank you for providing me with outstanding service. You truly are a “Real Estate Ace!”

Sincerely,



Jay M. Poroda

Seller Client Satisfaction Survey

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- My expectations were met
- My expectations were not met
- Do not know/Not applicable

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- Recommended by friend/family
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- Radio ad
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- Mail
- Real estate search engine
- Email
- Yard sign
- Company reputation
- Other _____

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- Escrow
- None of the above
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- Moving services
- Title
- Inspection
- Home Warranty
- Home improvement repair-related services

7. How likely are you to use the sales associate(s) again when selling or buying a property?

- Definitely would
- Probably would
- I don't know
- Probably would not
- Definitely would not
- Will not have the opportunity

8. How likely are you to recommend your sales associate(s) to friends, family and colleagues?

- Definitely would
- Probably would
- I don't know
- Probably would not
- Definitely would not
- Will not have the opportunity

9. Would you like to comment on any particular aspect of the real estate transaction or the service we provided you?

He did a great job telling me what to do to get my house ready to make a sale in this tough market!

10. Is there anything else you would like to share with us – about the service you received, special effort made by your sales associate(s), or any other subject?

Doug met all of my needs and did a wonder job! Thank you!

Sales associate(s): Doug Neal & Bob Price

Seller(s): Kayla Pinnick

WC

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DEC 03 2008

JERRY WHITE



Client Satisfaction Survey

At Coldwell Banker King Thompson, we believe that client service does not end at the closing. That is why we value your opinion of the real estate experience as much as we appreciate having your business.

The information we collect will help us better serve our customers. The individual and compiled results will be used within our company and with our servicing partners for training purposes as well as to recognize those who deliver exemplary service.

If you would like to know more about additional services available from Coldwell Banker King Thompson, please feel free to contact us at kingthompson.com.

Thank you for choosing Coldwell Banker King Thompson for your real estate transaction.

Sincerely,

Joe King
President and COO, Coldwell Banker King Thompson

Seller/Client Satisfaction Survey

- How would you rate your overall satisfaction with the process of your home sale?
 I was thrilled Completely satisfied Satisfied Slightly satisfied Not satisfied Do not know/Not applicable
- How would you rate your overall satisfaction with the sales associate who listed your home?
 I was thrilled Completely satisfied Satisfied Slightly satisfied Not satisfied Do not know/Not applicable
- How would you rate the value of the service your sales associate delivered to you?
 Exceptional Good Average Below average Poor Do not know/Not applicable
- How would you rate the service delivered to you by your sales associate(s) compared to your expectations?
 My expectations were exceeded My expectations were met My expectations were not met Do not know/Not applicable
- How did you select your sales associate(s) to be your real estate professional(s)? (Darken all that apply)
 Recommended by friend/family Television ad Relocation/corporate referral Radio ad
 Past client Magazine ad Open house Newspaper ad
 Real estate Web site Mail Real estate search engine Email
 Yard sign Company reputation Other
- Which of the following real estate-related services did your sales associate(s) introduce you to? (Darken all that apply)
 Mortgage Insurance Title Home Warranty
 Escrow Moving services Inspection Home improvement repair-related services
 None of the above
- How likely are you to use the sales associate(s) again when selling or buying a property?
 Definitely would Probably would I don't know Probably would not Definitely would not Will not have the opportunity
- How likely are you to recommend your sales associate(s) to friends, family and colleagues?
 Definitely would Probably would I don't know Probably would not Definitely would not Will not have the opportunity
- Would you like to comment on any particular aspect of the real estate transaction or the service we provided you?

- Is there anything else you would like to share with us – about the service you received, special effort made by your sales associate(s), or any other subject?
DOING & BOB WERE EXCEPTIONAL IN EVERY WAY, SHAKE & FOAM!

Sales associate(s): DOUG NEAL BOB PRICE
 Seller(s): THE SURRANCO

Handwritten initials

January 31, 2005

I bought my first house on my own in May of 2004. I was married for 23 years and had owned a couple of homes with my former husband. I am now divorced.

Doug Neal has been an acquaintance and friend of mine for many years. I knew him from when he owned restaurants in the Short North and the downtown area. So, when I decided to purchase my really "first home," I called Doug.

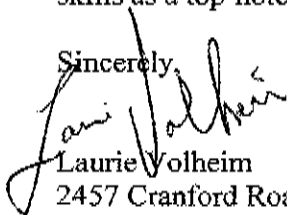
Doug was an absolute professional to work with. Even though we had a friendship, he took my real estate transaction very seriously and proceeded in a total businesslike fashion. He led me through every aspect of the purchase. He introduced me to a wonderful mortgage broker and made the purchase of my home stress-free. (Well, as stress-free as it can be going into debt).

Doug was responsive to every question or concern I had. He would always return my phone calls, e-mails, or hysterical outbursts. He always followed up on all aspects of the transaction and everything was completed in a timely fashion.

I would use Doug again if and when I sell my home and if I were to purchase another home.

Please feel free to call me at 614-573-1435 if you would like to discuss further Doug's skills as a top-notch real estate agent. Thank you.

Sincerely,



Laurie Volheim
2457 Cranford Road
Columbus, Ohio 43221

May 26, 2004

Mr. Doug Neal and Mr. Bob Price
Keller Williams

Dear Doug and Bob:

Just a quick note to thank you so much for all your help and support during my recent move. You guys were always optimistic and made me feel as though everything was going to be ok, and it was.

I appreciate your help with staging my home – I would never have thought of many of the suggestions you made and would not have been able to physically make the changes without your help.

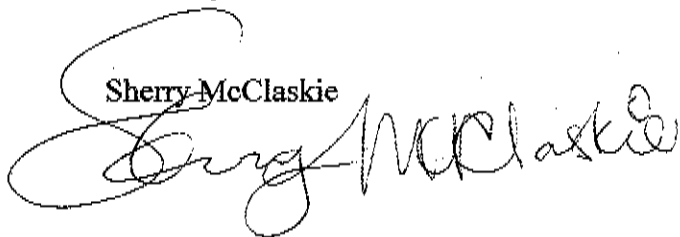
Your willingness to hold as many open houses as it took was really helpful. Your marketing plan and all of the advertising you did was tremendous. When I first saw your plan I thought it was pretty ambitious but amazingly enough, you followed through with it all. You maintained my confidence by keeping me updated on all the ads, etc. and all the progress along the way.

I was amazed at the number of people that came through my home – I can't imagine that any other realtor could generate that amount of traffic.

You guys are the best and I would highly recommend your services to anyone interested in selling their property. I consider you more than just my realtors, but my friends!

Sincerely,

Sherry McClaskie

A handwritten signature in cursive script that reads "Sherry McClaskie". The signature is written in dark ink and is positioned below the typed name.

Charlotte A Scott
4960 Albany Meadow
Westerville OH 43081



May 29, 2003

Jerry White
Coldwell Bankers King Thompson
110 Polaris Parkway
Westerville OH 43082

Dear Mr. White:

I am writing to share with you my experiences over the past 10 months with Doug Neal and Bob Price. I met Doug Neal at an open house in the New Albany Village Condominium complex in July 2002. What I heard and saw was a man who was very enthusiastic, friendly and out-going. But, what I have come to know is just how knowledgeable, professional and caring Doug is at everything he does.

I have had the 'total' real estate experience with Doug. I was so impressed on my first encounter with him that I opted to use his services in buying my residence. And, this was after being referred, by a family member, to one of the top selling agents in Columbus.

As you know, the only thing more stressful than buying a home is selling one!! I was confident that Doug would make the experience as problem free as he possibly could. And, I have not been disappointed. Doug has assisted me with everything from finding a contractor to getting a house cleaner to lifting my spirits when I've been down. And, all of this was for a listing that some would do as little as possible.

Doug's optimism is infectious! His confidence is matched only his honesty. And, his professionalism shows in his attention to the details. It has been a pleasure to work with this fabulous team! And, I will be eternally grateful for all that we have accomplished!!

Best Regards,

Handwritten signature of Charlotte A. Scott.

Charlotte A Scott

cc: Doug Neal
Bob Price

January 15, 2003

Doug Neal and Bob Price
Coldwell Banker/King Thompson
110 Polaris Parkway
Westerville, OH 43082

Dear Doug and Bob,

In a very impersonal (business) world, where "spinning an image"/marketing seems to have polluted reality and substance, you are genuine and sincere.

Since a home will ultimately "sell itself", the only reason to employ a realtor is to provide expert knowledge of the tools that will bring seller and buyer together in the most efficient manner.

In our case, we knew at the outset that we had a unique home that would not appeal to a large number of buyers. From your creative media that played up the charm, to your extra time and effort spent helping to resolve the inevitable "issues" that arise with a "historic" home, you were the professional yet personal combination that is increasingly difficult to find.

We were impressed, when we first met, with the research you had done on our property and with your enthusiasm in its unusual setting. Then, your promise to always keep moving forward with us in our goal to sell our home, and be able to purchase the new one we wanted, was fulfilled even in a lukewarm market (at the end of the year). Along the way, we feel as though we actually became "friends" (and we are rather selective in that area). It is really nice that the four of us always managed to find some humor, no matter the circumstance, and share some really good laughs!

Thank you for all your work and for following up, even after closing, to insure all "the details" were done!

Sincerely,

Handwritten signatures of Tim Norman and Pam Norman. The signature for Pam Norman is written in a larger, more stylized cursive script, while Tim Norman's signature is smaller and more straightforward.

Tim Norman & Pam Norman

cc: Dave Brown, Regent Homes

Melissa Ford
255 Wheatland Ave.
Columbus, OH 43204
Home Phone 614-275-4920

April 14, 2002

Bob,

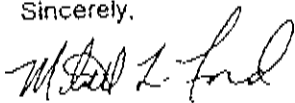
I wanted to thank you for all the help you gave me while looking for a home, my first home. I expected a long, drawn out process full of surprises and obstacles. You took the time to explain each step before it happened and as it was occurring. This made the process of buying my first house much less stressful than ever imagined.

You knew what my limitations were but you still took the time to ask what I wanted. Then, house by house, we narrowed the options. You found exactly what I was looking for and made it FUN!

From the first time we met, I felt comfortable in knowing this major decision would be made with your help. You made yourself easily accessible for all my questions and concerns. This was appreciated beyond belief as the closing date drew near. Thank you for being there.

You have my recommendation to anyone looking for an agent/friend.

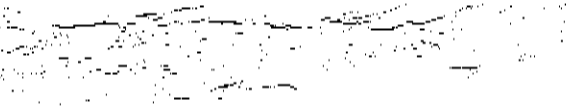
Sincerely,



Melissa L. Ford

July 2005

Mr. Doug Neal
Mr. Bob Price



Dear Doug & Bob,

Thank you...thank you...THANK YOU!

Shall I say it one more time...THANK YOU!

Seriously, I do want to share thoughts of praise with you or anyone that may be looking for an honest, dedicated and well-prepared real estate agent to sell their home!

Doug, you provided me a very impressive and in-depth market analysis, offered me insightful tips on how to prepare my home for visiting buyers and guaranteed me a marketing plan that included great exposure in various places, and above all promised me upfront and consistent communication. I felt you had "big shoes" to fill with all you promised and I'm very proud to say you owned up to each and every promise, and then some. When the paperwork came for my sale, I was again impressed with your superior negotiating skills helping me to obtain a great price for my home.(that cost estimate sheet you gave me was cool, too!) Special thanks to you for guiding me throughout the home inspection process when I was becoming somewhat stressed due to my upcoming job transfer.

I work with many sales people in my profession and I hear many "promises". Doug, you are the ultimate professional that not only fulfilled each and every promise you made, you went much further than I ever expected. Words alone cannot say how impressed I was with your honest and open communication(you told me some things I didn't want to hear from time to time) and the overall dedication to your profession.

Thank you...thank you.. I NEVER felt alone and ALWAYS felt like I was your only client!

Thanks again...In my mind, you are truly a Real Estate Ace and I will suggest your services to anyone I know wanting to buy or sell real estate.

Sincerely,


Caryl M. Jones

By the way... Sorry this letter is so tardy...I've been enjoying shoveling sand at the beach!



CUSTOMER SERVICE EVALUATION

Lloyd Byron Stripling
6355 Lake Trail Dr
Westerville, OH 43082

Our company strives to provide the best possible service in real estate. It's customers like you – the recipients of that service – who are best able to tell us how well we're doing. Of course, we love compliments, but we would like suggestions for improvement, too. Your comments will help us maintain the high quality standards we have set for ourselves.

We appreciate the opportunity to serve you and ask that you take time to give us your opinion in the spaces below. Enclosed is a self-addressed stamped envelope for your convenience. Or if you prefer, you may fax the evaluation to (614) 792-3807. Thank you in advance for your valuable feedback.

Bob Price

Michael R. Huntley

Michael R. Huntley
President

Please evaluate the following elements of our service to you:

	Excellent	Very Good	Good	Fair	Poor
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4. Professional assistance during the closing process.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Real estate transactions are complex: Lenders, Title Companies Escrow Agents, Inspectors, and others outside of our Company are Often involved. Considering all elements, how would you evaluate The quality of OUR Real Estate Service?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Comments and suggestions that would help us enhance the Quality of our Service:
GET MORE PEOPLE LIKE DOUG + BOB

7. How did you select Doug Neal & Bob Price for professional service in purchasing your home?
COULD CALL FROM REAL ESTATE MAG. WE GOT VERY LUCKY!

8. Will you recommend Doug Neal & Bob Price and Coldwell Banker King Thompson to others?
YES, OF COURSE

9. May we use your comments in future advertising? ___ Yes No

Date 2.23.03

Client Signature *[Signature]*



As always... The Quality Choice™
Independently Owned And Operated By NRT Incorporated.

[Handwritten mark]

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- Email

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9. Would you like to comment on any particular aspect of the real estate transaction or the service we provided you?

Thank you for helping me sell

10. Is there anything else you would like to share with us - about the service you received, special effort made by your sales associate(s), or any other subject?

They went over and beyond. Lots of very hard work. Even when I wanted to give up. They kept me going. Thank you! Bob & Doug we did it

Sales associate(s): *Bob Price, Doug Neal*

Seller(s):

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OCT 03 2008

JERRY WHITE

February 7, 2003

Coldwell Banker King Thompson Realty
110 Polaris Parkway
Westerville, OH 43082

Dear Coldwell Banker King Thompson and prospective customers:

First, if you've already chosen to work with Doug Neal, congratulations, you just made a very wise real estate decision. Doug has a long and prosperous career in real estate, if he wants it, because he understands what many people don't today: customer service.

We recently relocated our family from Minneapolis to Columbus. It was a big move for us and we needed lots of help. We got Doug's name from a good friend and we're so glad we fell into his capable hands.

Doug helped us begin our search in June 2002. We were still in Minnesota at the time and we thought that we had a good idea of what we wanted. Doug sent us many listings in our price range and worked with us long distance until we arrived at the end of July. By the time we arrived in Columbus, we had a good idea of what we wanted to see.

Looking at homes with Doug was fun, and that's a good thing, because we changed our minds about what we wanted. We ended up spending a lot of time with Doug looking at lots and lots of homes in various price ranges in neighborhoods all over the city.

Despite our constant changes in direction, Doug never lost patience with us and would cheer us on with a convinced, "It's out there!" When we found our home in Westerville, Doug worked speedily with us to write our offer and continued to guide us through the negotiation process as we finalized our sale. This is just one example of Doug living up to his other favorite phrase, "Doug does the details"!

We were unfamiliar with the "house buying/selling guidelines" in Ohio and Doug took the time to answer all of our questions, re-assured us when we were doubtful and cautioned us when things seemed "not quite right."

Doug also helped us by suggesting we speak with Countrywide Home Loans just to see if they could do better than our mortgage company. They did. David Arocho at Countrywide answered all of our tedious questions and helped us put together the perfect financial plan that allowed us to buy our new home and save some money.

While working with Doug, I felt like we were the only family looking for a home in central Ohio. It was a wonderful feeling. After we were settled, Doug called to make sure everything was as we expected and that we were settling okay.

Doug helped make our move back home to Ohio a smooth one. Thank you, Doug, for your kindness, patience and dedication.

Sincerely,

Tim, Peg & Katie McCort

Bob and Doug,

September, 2003

I am writing this letter to express our appreciation for the recent selling of our home. My husband and I were very impressed with your professionalism and work ethic. We were pleased to see our home on the company website within a week of placing it on the market.

In addition to the expeditions service you provided to us, we found the advice you gave us extremely helpful. We had our first showing within two weeks and sold our home within a month. It is very rare to find such fair and reasonable real estate agents such as yourself. You made our home-selling and buying experience very enjoyable. We can not thank you enough. We look forward to doing business with you again and will recommend you to our friends.

Sincerely,

Bob and Annette Yessou

Subj: **letter**
Date: 11/17/2004 10:53:55 PM Eastern Standard Time
From: christinekokoczka@msn.com
To: realtoracebob@aol.com

Bob,

Sorry it took me so long to write this letter. We've been so busy ripping apart the house and putting it back together again. It looks wonderful! We've painted almost everything. It looks like a totally different house.

Thank you for all of your help in finding this place. I love being a homeowner! You were very kind and patient with us considering my budget was small and my expectations were huge. I never thought I would be owning my own house at 25 years old. You made buying the house so easy I'm already looking forward to a bigger and better house in a couple more years (German Village?)

Thanks again Bob
~Christine Kokoczka

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Dear Bob,

We would like to take the opportunity to thank you for your hard work and professionalism. The service level you provided for us exceeded our expectations. Our family and friends were amazed to hear that our place sold in just 51 days!!

The moving process can be very stressful at times, but you made this experience extremely enjoyable. We were able to focus on the other details that come with moving, knowing that you were taking care of the sale. We would also like to thank you for being honest and up front with us. You made us feel comfortable every step of the way. We were amazed to see how much exposure we were given. Your aggressiveness and dedication was very much appreciated. Your commitment to producing results is apparent and there is no reason to "shop around" for a realtor. You have earned our commitment to you. We look forward to working with you in the future and we've been recommending you to everyone we come in contact with who are considering a move. Thanks again Bob!

Best Regards,

Josh and Chere' Chase

June 16, 2005

LETTER OF RECOMMENDATION FOR DOUG NEAL

To anyone considering using Doug Neal as their agent:

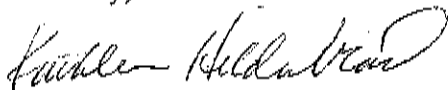
Doug went above and beyond what anyone would typically expect from a real estate agent. My partner and I were moving to Columbus from the West Coast. On our initial visit, the first time we met, Doug set up a whirlwind tour of 10 houses in various locations so we could get a better feel for what area we wanted to live in, and what we could expect to pay.

In the months to come, he answered all our questions, and was a great resource as we tried to coordinate our move from across the country. When we finally did arrive, Doug again helped us to narrow our focus, so we looked only at houses that fit our requirements and were very promising. It turns out that the first house we saw on our first serious day of looking was the house we wanted. Doug took us back to his office, showed us the neighborhood and market research for the house, and helped us to craft an offer that couldn't be refused.

We are now in that cute Cape Cod house in northern Clintonville. The house had everything we were looking for, plus more (the Olentangy River is just down the street, perfect for our dogs.)

In a very challenging situation—limited budget, cross-country move—Doug was there every step of the way to find a solution. He's honest, sincere, and hard-working. He listened to our needs, and showed us results. We would highly recommend his services to anyone looking for a real estate agent.

Sincerely,



Kathleen Hildenbrand

DAVID & CHERYL KOCH
5823 ALBANY CROSSING
WESTERVILLE, OH 43081
(614) 890-1843

July 20, 2003

Mr. Doug Neal
Mr. Bob Price
Coldwell Banker/King Thompson
110 Polaris Parkway
Westerville, OH 43082

Dear Doug and Bob:

We just wanted to let you know how very pleased we were to have you as our agents in the sale of our condominium.

From the beginning, you had an aggressive marketing strategy that was appropriate to our market. Between the two of us, we have bought and sold several homes. This is the first time that we both have been pleased with the level of communication, knowledge, dedication, and service we received.

I think you would agree that communication is crucial in any service industry. We were so impressed with your responsiveness! We *never* had a problem getting in touch with you. And on the rare occasion that we actually had to leave a message, your promptness in returning our call was simply amazing.

Your familiarity of our community and the condominium itself, along with the market segment interested in our type of home is unparalleled. I believe your knowledge was one of the key elements in our home selling in less than a month.

Once we were in contract, your level of dedication and customer service became even more apparent. With a buyer who wanted to take possession almost immediately, combined with other difficulties, you handled the situation with professionalism and tact. We always felt comfortable with your representation and never had to worry. You did your job, which made this transition one of the easiest we've ever made.

When it comes time to sell our new house, it would be our pleasure to have you represent us again. Thank you again for your efforts. You are a true asset to Coldwell Banker/King Thompson. And when you say that "Bob and Doug Do Details," nothing could be truer, for it's the details that make the difference.

Sincerely,



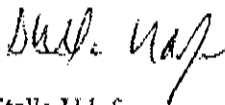
David & Cheryl Koch

July 24, 2003

Stella Udofa
5821 Albany Grove
Westerville, Ohio 43081

To Whom It May Concern:

I worked with Bob Price for approximately three months. I was a little apprehensive about Realtors and didn't know if I wanted to take one on. After meeting with Bob and listening to him as he took me through the whole home buying process, I was very impressed. He was very professional, confident, and easy to talk to. Bob looked for condos with my very selective criteria, and found one that I loved. Upon finding the condo, of which he was also representing the seller, Bob was with me every step of the way. His recommendations were not forced or biased, but very sincere. I would definitely recommend Bob to represent one in their home buying process.



Stella Udofa