

August 2, 2010

Susana Field
118 8th St
Steamboat Springs, CO 80487

Dear Susana:

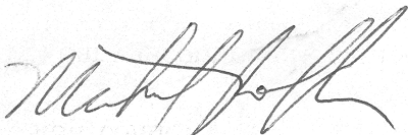
I just wanted to offer you a hearty "Thank you!" for all of your help with our recent condo purchase. This was truly a test of everyone's patience and dealing with Fannie Mae is not something I would care to undertake again anytime soon! I know you spent far too many hours working on this deal, but at least you'll have a good frame of reference for getting through it again, should another opportunity come along. I think that your clients will find that a good deal can be had with a willingness to struggle through the frustrating process.

In the end, we did get a very good deal and the effort was definitely worth it. You were spot on from the start with the "hurry up and wait" and "patience pays" mantras! I thought 45 days sounded like a very conservative timeframe from offer to close, but in the end, we used every minute of it (the Fedex driver was caught a bit off guard when we cheered her arrival!). Now we can happily settle in and work toward put our own finishes on the place. We're looking forward to becoming a part of the community and many years of weekends and ski trips in our wonderful new condo!

Your welcoming gift card was also a perfect complement to the experience. The family was a little harried after the emotional roller coaster and quite tired as we planned to dive into the cleaning/decorating process. A nice dinner out helped get us into a much better and more productive mindset.

I hope that we can continue to keep in touch now the buying process has finally run its course. We will definitely have you over sometime soon to see the place all fixed up, and perhaps enjoy a glass (or two) of wine in celebration.

Sincerely,



Mike and Margee Robertson