

2817 Pardee Place
Livermore, CA 94550
March 28, 2004

Jim Foster
Chase 'N Rainbows Real Estate, Inc.
P. O. Box 10398
Lahaina, HI 96761

Dear Jim,

I would like to thank you for the superb effort and success you delivered in marketing and selling our condo, Hololani A-601. From the very outset in recommending a price for the unit and then achieving a sale price which was 97% of the initial asking price, I thought your work was outstanding. I was very impressed with the pictures which were taken for your "virtual tour" of the unit and the use of digital camera techniques and your web site for marketing the unit. I think all of these things contributed strongly to the resulting "short time" the unit was on the market before it was sold.

Throughout the marketing and showing of the unit, I recognize that unit rental and management folks were rather difficult with whom to work. Your skills in dealing with the people at Hololani were truly astounding. After an initial interaction which was not particularly pleasant on their side, you seemed quite able to work with the manager in a most amicable way. I am sure that I would not have been able to accomplish such an appropriate interaction. The fact that you vacuumed the unit after each showing so that it would be clean and fresh for vacation rental tenants who could check in at the last minute, went a long way to mollify the manager and show her that you were a very responsible person and could be trusted to recognize the importance to her of a clean unit.

Also, when a very difficult situation developed for the prospective buyer who required a parking space for his van with wheelchair access, your successful efforts to find a tenant who would exchange parking places, after being rebuffed by the management folks went well beyond "the extra mile".

When, at almost the last minute before closing, we decided to try to do a “1031 exchange”, your help in finding an intermediate exchange agent and getting everything arranged on the selling end was absolutely necessary and was handled in such a way that I almost didn’t believe it! I was really afraid we had waited too long and it wouldn’t actually happen but with your help, it did happen. And, even more amazing, you arranged for us to talk with an absolutely great real estate agent where we wanted to buy the exchange property.

With all of these things, together with the really great use of telephone, email, and fax to provide superior communications, I could not have even imagined a better agent to have on my side of the transactions. In almost fifty years of buying and selling property, I have never met an agent in whom I had the confidence I have had with you.

Thanks again, Jim, for your help and assistance to make a success of what I considered a very difficult task. And, I might say, you made my side of the whole process less stressful and much easier for me than I could have possibly expected.

Sincerely,

A handwritten signature in cursive script that reads "Chuck".

Charles D. Hendricks