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 SEP 27 2012
 BY: *SW*

COLDWELL BANKER UNITED, REALTORS®
 4475 BAYOU BOULEVARD
 PENSACOLA, FL 32503
 BUS. 850.429.8400
 www.cbunited.com

[Handwritten signature]

Congratulations on your recent property sale of 1461 Tiger Lake Drive! We here at Coldwell Banker United, REALTORS® know how important it is to make sure everything runs as smoothly as possible for you. You have become a valued customer to the Coldwell Banker United, REALTORS® team. As our valued customer, we hold your opinion in the highest regard. We are constantly striving to be the best at what we do and believe your satisfaction is our number one priority.

Please take a moment to tell us about your experience with Coldwell Banker United, REALTORS®. We sincerely thank you for becoming part of our customer team! We anxiously await your valued comment and feedback.

Best regards,

Denis A. McKinnon

Denis A. McKinnon, Jr.
 President & COO – Gulf States Division



COLDWELL BANKER UNITED, REALTORS® - Customer Service Seller Survey

The Name of Your CBUR Agent: DIANE JAMES

	Highest	5	4	3	2	1	Lowest
1. Service provided by your agent?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Your agent's level of professionalism through the sale?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Marketing plan by your agent?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Communication between you and your agent?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Your agent's knowledge of the market place?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Overall experience with Coldwell Banker United, REALTORS®?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Did your agent inform you of CBUR's Relocation Services? YES NO N/A

Did your agent mention the Home Warranty offered by Coldwell Banker? YES NO

Are you interested in a career in Real Estate? YES NO

How did you learn of Coldwell Banker United, REALTORS®? REFERRAL

Comments: (Please use reverse side if needed): DIANE WORKED TIREFLESSLY TO SELL MY PROPERTY UTILIZING MANY MARKETING STRATEGIES TO ENTICE BUYERS. KEPT ME INFORMED EVERY STEP AFTER CONTRACT WAS EXECUTED.

May the agent use your comments as a written testimonial? YES NO

Please provide us with your email address so we can stay in contact with you. _____

7347 - 6/29/2012
 George Frederick

~~Omaha, NE 68127~~ GULF BREEZE, FL 32563