

Rocco Paciello
690 Brockway Road
Frankfort, NY 13340
315-794-5299

Coldwell Bankers Faith Properties
2306 Genesee Street
Utica, NY 13502

Dear Sir or Madam:

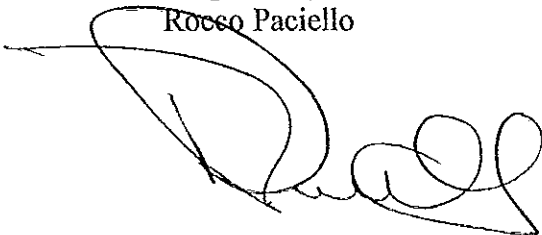
I am writing this letter to express our sincere gratitude with your company; especially we would like to thank Henry Abiyaghi for his hard work, dedication and expertise in making our dream come true. I would like to start by first apologizing for taking so long to write this letter, life gets busy and our most precious commodity, time, often gets away from us. However, last summer after our daughter graduated from high school we decided to sell our home in the hopes we would find the property we had always dreamed of. As you know, selling your home and moving can be a daunting task to say the least. Unfortunately, we had a bad experience and had all but given up any hope of finding the right property. My wife had called Henry concerning a property that had been on the market since we first started our ordeal, however it was out of our price range and I had not considered it as a viable option. Henry encouraged us to "just take a look", so after much apprehension we scheduled a viewing and instantly fell in love with it. Again, the price was a concern to us and we had little hope we could close the deal. Henry's "Can do attitude" was all that was needed and we soon had agreed on a price.

Henry had displayed the same positive attitude and professionalism when it came to selling our home. He quickly found a buyer and we agreed upon a selling price. We know had it not been for Henry's encouragement we would have missed out on an opportunity of a lifetime and our dream home. Throughout the whole ordeal, Henry continued to encourage us, particularly gave much of his time to meet with us and quickly rearranged his schedule to meet ours. He selflessly gave much of his time to ensure the home inspections went well and were completed as scheduled. This was true of both the property we were buying as well as the home we were selling. His "can do attitude" was contagious, leaving us with little doubt all would be well. These are rare traits and as you are aware, a person of this caliber is a true asset to any company.

Henry displayed this same attitude again when we called him to secure a commercial rental space for our growing business. He quickly arraigned an appointment for us to view the property and again gave much of his time to insure it would meet our needs.

We cannot put into words how truly grateful we are that we had the opportunity to work with Henry. This experience left us with the feeling that we had not just conducted business; rather we made a lifelong friend. Thank you for employing such a generous and professional individual.

Respectfully,
Rocco Paciello

A handwritten signature in black ink, appearing to read 'Rocco Paciello', written in a cursive style. The signature is located below the typed name and is enclosed within a large, irregular, hand-drawn scribble.