



Dear G-II, Lori, Regina, staff and future homebuyers and sellers,

Re: A true-life account of a homebuyer and realtors drama/love story.

This account references my wife, Alicia, and my relationship with G-II and Lori and attempts to thank them and optimistically inform others of their genuine and wholehearted completeness. A structure, of sorts, is required to form an understanding of our process: commencing with the fact, we had orders and needed to sell our home, conveying the grueling, intense and stressful work of selling and finally the success of the sale of our domicile.

We were told, "just foreclose", as our house is more than \$100,000 upside down; Save the payments and start preparing for the impact of the spiraling decrease in our excellent credit scores. We never missed a payment, ever. As the doom set in we continued to view all options and found many closed doors as NO ONE (in real estate) would help us. A comrade with similar inopportune circumstances gave us their number. I was apprehensive and cautious as I phoned them to set up an appointment. They offered to drive all the long way to our residence, to meet our family and present the disturbing facets and figures our home presented in this market. G-II and Lori, at first, were strange to me; they were positive, caring, confident and largely genuine to people whom they did not know. Alicia and I were hesitant and distrustful with these two unique people because there was hardly a return for them, in selling our house. We asked them, "What do you get out of this, since you are barely compensated for this sale." They said, "We were prosperous when the market was good. Now that it is not, we are trying to help those who encounter difficulty because the market is dire. Our return is not monetary. We will be rewarded later." WOW! I thought. Through months, trust and belief in them and their WORDS became certain, as everything they presented proved to be true.

The work for our family was intricate, arduous, stressful and emotional but paled in comparison to the work G-II, Lori and team undertook. They put in hours and hours of labor: paperwork, presenting the house, paperwork, pictures and postings, paperwork, mailings, emailing, paperwork and then we had a buyer. After the buyer made an offer, the true demanding efforts began. I do not believe I know all involved in the process following the offer nor do I want to, but I understand it made more work for G-II, Lori and team. The snag happened toward the final stages of the process, when the loan modification officer denied and closed our short sale because the buyers name on the documents was one roman number off, the IV needed to be V. G-II, later informed me that he, contacted the banks CEO and CFO via email and snail mail, who in turn directed G-II to the loan officers supervisor. This apparently should have been an easy fix. Subsequently, our short sale was reopened, modified and a few weeks later approved.

Truly there is not anything I can write to adequately relay how good these two unique creatures are and how deeply our appreciation is, for their: care, generosity, confidence, drudgery, expertise, love and genuine humanity. They not only successfully sold our house, they became a member of our family and they helped us realize there are first-rate, fine quality and good people out there. From the most sincere part of me, to you, thank you and we love you.

----SIGNED----

Daniel Duckworth, MSgt, USAF
56th Fighter Wing