

**From:** Kathy Goll  
**Sent:** Tuesday, July 14, 2009 3:38 AM  
**To:** Martha.Appel@AZMoves.com; LindaLightfoot@AZMoves.com  
**Cc:** G-ILsLapTop@airforcehomebuyer.com  
**Subject:** My selling experience with GII and Lori Klindera

Dear Martha and Linda,

I sold my home in El Mirage this past January with GII and Lori's representation. Their assistance to me in this process was exceptional.

Lori was very supportive and a wonderful person to work with. She made me feel like I was the only client she had, although I knew she and GII had many and are very busy. I chose to work with them for their fun personalities and how well versed they are in the Phoenix real estate market. They make a great team with GII's wealth of economic knowledge and Lori being so personable and detailed. I interviewed three other agents prior to selecting them as my team.

GII was very professional in the way he presented the dismal facts to me and my boyfriend about the state of the market in the fall of 2008. I news was not what I wanted to hear, nor were GII's predictions for an eminent further decline in the market. But, with his kindness and tack, he helped me come to grips with the reality that, given the circumstances that were not within my control (the bubble bursting), the sooner I sell the better.

I moved to Upstate New York in October 2008 and I trusted that Lori and GII would make sure my home was properly marketed. They developed a nice brochure and online presence. They sent me periodic updates on showings and comparable market activity. Upon, miraculously finding a prospective buyer in December (in a challenging mortgage market) they made sure all the steps necessary to make the deal close were quickly managed. When the appraisal came in at \$13K less than the offer (due to the appraiser needing to project for further future decline), GII delivered this information to me over the phone with tack and sympathy. He understood how painful this situation was for me and gave me time to absorb and deal with the harsh reality. He encouraged me not to wait, if I really wanted to sell the home as a future downward spiral was likely.

I've waited a few months to send you my feedback, because as you can probably imagine I have been emotional about losing money on my beautiful home for several months. This is no reflection on my agents. They were truly amazing advocates in this tough situation. I will recommend them to my friends in the area and use them again should I ever buy again in the Phoenix market.

Further, they have periodically emailed me updates about the state of the market since my sale, to further confirm their predictions were correct and reconfirming that I was lucky to sell when I did.

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**From:** Appel, Martha [mailto:Martha.Appel@azmoves.com]  
**Sent:** Tuesday, July 14, 2009 12:05 PM  
**To:** Kathy Goll  
**Cc:** LindaLightfoot@azmoves.com; G-llsLapTop@airforcehomebuyer.com  
**Subject:** RE: My selling experience with GII and Lori Klindera

Dear Kathy,

Thank you so much for taking the time to write Linda and I about the exceptional experience you had with GII and Lori during the sale of your home. I wholeheartedly agree with you that they are not only top notch real estate professionals, but warm, genuine and sensitive human beings. I personally know that each transaction GII and Lori become involved in, they treat their clients with the utmost respect and responsiveness.

I can imagine the pain and emotion you suffered in the sale of your home due to the dismal market conditions. We are still seeing somewhat of a decline in some areas, while other areas appear to be slowly rebounding. Who would have ever thought this decline would have happened so drastically? I, too, am glad you heeded GII's advice regarding the market. Sometimes it's necessary to just take the hits, lick your wounds and go forward, as opposed to waiting, waiting and taking the gamble, only to lose more in the end. That emotional turmoil can be overwhelming.

Thanks again, Kathy, for your email. I hope all is well with your new life in New York. I am envious that you are missing our current extremely hot temperatures! If any of us may be of further service to you in the future, please do not hesitate to contact GII, Lori, Linda or me.

Best Regards,  
Martha Appel

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