



3317 Coach Lane, Suite 500 Cameron Park, CA 95682

Customer
Satisfaction
Survey

11/2
CP

Client Name: EARL CHAN
Email: _____
Phone: _____
Subject Property: 2051 KING OF THE MOUNTAIN RD
Agent Name: CHARLES WEST

Dear EARL CHAN,

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply) <input type="checkbox"/> Television <input type="checkbox"/> Newspaper <input type="checkbox"/> Magazine <input type="checkbox"/> Website _____ <input type="checkbox"/> Yard Sign <input type="checkbox"/> Open House <input type="checkbox"/> Other	Personal Referral (Check all that apply) <input checked="" type="checkbox"/> Friend referred me to the agent <input type="checkbox"/> Friend referred me to RE/MAX Gold <input type="checkbox"/> The agent called me <input type="checkbox"/> I've worked with the agent before <input type="checkbox"/> I've worked with RE/MAX before <input type="checkbox"/> Other _____
Comments: 	

How would you rate our overall service?	
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor
Comments: KNOWLEDGEABLE AND PROFESSIONAL SERVICE	

Which of the following company services were of benefit to you? (Check all that apply)	
<input type="checkbox"/> Convenient Office Location	<input type="checkbox"/> Friendly Staff <input checked="" type="checkbox"/> Professional Agents <input type="checkbox"/> Company Website
<input type="checkbox"/> Other	
Comments: CHARLES WAS EXPERIENCED AND WELL EDUCATED IN THE LOCAL MARKET.	

How would you describe your agent? (Check all that apply)	
<input checked="" type="checkbox"/> Expert in Market Conditions	<input checked="" type="checkbox"/> Expert in Transaction <input checked="" type="checkbox"/> Responsive
<input checked="" type="checkbox"/> Strong negotiator	<input type="checkbox"/> Other
Comments: CHARLES WAS ENTHUSIASTIC AND DEDICATED, IT WAS A PLEASURE HAVING HIM AS MY AGENT.	

May we quote your comments in any of our promotional pieces? ☒ Yes ☐ No

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.

Hi Charles. Just wanted to really thank u from the bottom of my heart for all u have done on this transaction..... I really appreciated the extra things u did to make this happen....
It got a little crazy at times but u definitely kept your cool! And thank u for my swiffer!!! I'll be using it soon!
Very thoughtful of u !!

A "thank you" from the other agent -

charleslwest@msn.com

From: Charles West
Sent: Tuesday, June 20, 2017 9:26 AM
To: 'Charles West'
Subject: FW: Steeplechase agt ref

From: Karen Catania <kcatania@golyon.com>
Date: June 13, 2017 at 8:40:20 AM PDT
To: Charles West <CharlesLWest@msn.com>
Subject: Re: Thank you

Thank you Charles. You are a class act! I think it was a very smooth transaction and would enjoy working with you in the future.

I will keep you posted on their move out date and thank you for letting me know that it's not as if the Raffanti's had movers lined up for the 30th. They should be out in plenty of time, but that way no one is so panicked.

Thank you again,
Karen

Hi Charles, thank you for helping this all come together today. That was very nice of you to have left the bottle of wine for my parents. My mom noticed it after you left. Duck horn is amazing!
I will keep you posted about when they will be out. I should know more about coe later this week on their other home.

Karen Catania
Lyon Real Estate
(530) 417-3790
Sent from my iPhone

A n o t h e r " t h a n k y o u " n o t e f r o m t h e
o t h e r a g e n t -

charleslwest@msn.com

From: Linda Marsden <lmarsden@golyon.com>
Sent: Friday, May 19, 2017 2:17 PM
To: Charles West
Subject: What a great walk thru!

Charles, this has to be one of the best walk thru's ever! Thanks to just a sterling group of people. What a terrific seller and the Lauers are very happy to have met him and even offered him a key if he ever wants to come over!

Thank you so much for being such a great partner in this. I appreciate you and your professionalism. And I do think they are "thinking" about the land.

I will get you a verification of condition and it will note nothing to be taken care of.

And I even got a lovely lunch!

Linda Marsden

Broker Associate, Lyon Real Estate

BRE #00430287

Cell: 916-206-7881

Click here to Find Out What Your Home Is Worth

http://cloudcma.com/api_widget/f0990f181350ba0d7131b21cd44bb235/show?post_url=cloudcma.com&source_url=ua



3317 Coach Lane, Suite 500 Cameron Park, CA 95682

Customer
Satisfaction
Survey

12/12
CP

Client Name: ANDY HOFFMAN & GREGORY KIEFER
Email: _____
Phone: _____
Subject Property: 335 KIPPS EL DORADO HILLS
Agent Name: CHARLES WEST

Dear ANDY HOFFMAN & GREGORY KIEFER,

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply) <input type="checkbox"/> Television <input type="checkbox"/> Newspaper <input type="checkbox"/> Magazine <input type="checkbox"/> Website <input type="checkbox"/> Yard Sign <input type="checkbox"/> Open House <input checked="" type="checkbox"/> Other <u>Excellent Service</u>	Personal Referral (Check all that apply) <input type="checkbox"/> Friend referred me to the agent <input type="checkbox"/> Friend referred me to RE/MAX Gold <input type="checkbox"/> The agent called me <input checked="" type="checkbox"/> I've worked with the agent before <input type="checkbox"/> I've worked with RE/MAX before <input type="checkbox"/> Other _____
Comments: <u>Charles is the best agent we have ever worked with</u>	

How would you rate our overall service?				
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Comments: 				

Which of the following company services were of benefit to you? (Check all that apply)			
<input checked="" type="checkbox"/> Convenient Office Location	<input checked="" type="checkbox"/> Friendly Staff	<input checked="" type="checkbox"/> Professional Agents	<input checked="" type="checkbox"/> Company Website
<input type="checkbox"/> Other _____			
Comments: 			

How would you describe your agent? (Check all that apply)		
<input checked="" type="checkbox"/> Expert in Market Conditions	<input checked="" type="checkbox"/> Expert in Transaction	<input checked="" type="checkbox"/> Responsive
<input checked="" type="checkbox"/> Strong negotiator	<input type="checkbox"/> Other _____	
Comments: <u>Top of his field</u>		

May we quote your comments in any of our promotional pieces? ☒ Yes ☐ No

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.



3317 Coach Lane, Suite 500 Cameron Park, CA 95682

Customer
Satisfaction
Survey

7/1
CP

Client Name: DARYL & JUDY SACCONAGO
Email: _____
Phone: _____
Subject Property: 3312 FULMOON DR
Agent Name: CHARLES WEST

Dear DARYL & JUDY SACCONAGO,

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply) <input type="checkbox"/> Television <input type="checkbox"/> Newspaper <input type="checkbox"/> Magazine <input type="checkbox"/> Website _____ <input type="checkbox"/> Yard Sign <input checked="" type="checkbox"/> Open House <input type="checkbox"/> Other _____	Personal Referral (Check all that apply) <input type="checkbox"/> Friend referred me to the agent <input type="checkbox"/> Friend referred me to RE/MAX Gold <input type="checkbox"/> The agent called me <input type="checkbox"/> I've worked with the agent before <input type="checkbox"/> I've worked with RE/MAX before <input type="checkbox"/> Other _____
Comments: _____ _____	

How would you rate our overall service?	
<input checked="" type="checkbox"/> Excellent <input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor	
Comments: _____ _____	

Which of the following company services were of benefit to you? (Check all that apply)	
<input type="checkbox"/> Convenient Office Location <input type="checkbox"/> Friendly Staff <input type="checkbox"/> Professional Agents <input type="checkbox"/> Company Website <input checked="" type="checkbox"/> Other _____	
Comments: _____ _____	

How would you describe your agent? (Check all that apply)	
<input type="checkbox"/> Expert in Market Conditions <input checked="" type="checkbox"/> Expert in Transaction <input checked="" type="checkbox"/> Responsive <input checked="" type="checkbox"/> Strong negotiator <input type="checkbox"/> Other _____	
Comments: _____ _____	

May we quote your comments in any of our promotional pieces? ☐ Yes ☐ No

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.



3374 Coach Lane Cameron Park, CA 95682

Customer
Satisfaction
Survey

C.P.

Client Name: JULIAN & LAURA BULTER

Email: _____

Phone: 626 7209

Subject Property: 681 CANAL STREET

Agent Name: CHARLES WEST

Dear JULIAN & LAURA BULTER,

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply)	Personal Referral (Check all that apply)
<input type="checkbox"/> Television	<input type="checkbox"/> Friend referred me to the agent
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Friend referred me to RE/MAX Gold
<input type="checkbox"/> Magazine	<input type="checkbox"/> The agent called me
<input type="checkbox"/> Website	<input checked="" type="checkbox"/> I've worked with the agent before
<input type="checkbox"/> Yard Sign	<input type="checkbox"/> I've worked with RE/MAX before
<input type="checkbox"/> Open House	<input type="checkbox"/> Other _____
<input checked="" type="checkbox"/> Other	
Comments: Charles West helped us find our first home 13 yrs ago. We would highly recommend him to everyone we know.	

How would you rate our overall service?	
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor
Comments:	

Which of the following company services were of benefit to you? (Check all that apply)	
<input checked="" type="checkbox"/> Convenient Office Location	<input checked="" type="checkbox"/> Friendly Staff <input checked="" type="checkbox"/> Professional Agents <input type="checkbox"/> Company Website
<input type="checkbox"/> Other	
Comments: Our Agent made things seem so easy for us. We never get stressed because he's so good at what he does.	

How would you describe your agent? (Check all that apply)	
<input checked="" type="checkbox"/> Expert in Market Conditions	<input checked="" type="checkbox"/> Expert in Transaction <input checked="" type="checkbox"/> Responsive
<input checked="" type="checkbox"/> Strong negotiator	<input type="checkbox"/> Other
Comments: All of the above. Charles also sold our first home, helped us buy this one, and two others!	

May we quote your comments in any of our promotional pieces? ☐ Yes ☐ No

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.



3374 Coach Lane Cameron Park, CA 95682

Customer
Satisfaction
Survey

Client Name: JUDY BAKKE

Email:

Phone: (916) 783-7651

Subject Property: 1548 LEDBURY

Agent Name: CHARLES WEST

Dear JUDY BAKKE,

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply)	Personal Referral (Check all that apply)
<input type="checkbox"/> Television	<input type="checkbox"/> Friend referred me to the agent
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Friend referred me to RE/MAX Gold
<input type="checkbox"/> Magazine	<input type="checkbox"/> The agent called me
<input type="checkbox"/> Website	<input checked="" type="checkbox"/> I've worked with the agent before
<input type="checkbox"/> Yard Sign	<input type="checkbox"/> I've worked with RE/MAX before
<input type="checkbox"/> Open House	<input type="checkbox"/> Other
<input type="checkbox"/> Other	
Comments: Charles West is ethical and is an expert in all phases of a transaction.	

How would you rate our overall service?	
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor
Comments:	

Which of the following company services were of benefit to you? (Check all that apply)	
<input checked="" type="checkbox"/> Convenient Office Location	<input type="checkbox"/> Friendly Staff <input checked="" type="checkbox"/> Professional Agents <input type="checkbox"/> Company Website
<input type="checkbox"/> Other	
Comments: Charles West is the best sales agent I have ever met.	

How would you describe your agent? (Check all that apply)	
<input checked="" type="checkbox"/> Expert in Market Conditions	<input checked="" type="checkbox"/> Expert in Transaction <input checked="" type="checkbox"/> Responsive
<input checked="" type="checkbox"/> Strong negotiator	<input type="checkbox"/> Other
Comments: I worked with Charles on five transactions over the past four years. I trust his ability and professionalism.	
May we quote your comments in any of our promotional pieces? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.



Customer
Satisfaction
Survey

Client Name: TIM AND VALERIE KNEPPEL
Email: _____
Phone: _____
Subject Property: 3687 WAMEGO RD
Agent Name: CHARLES WEST

Dear TIM AND VALERIE KNEPPEL,

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply) <input type="checkbox"/> Television <input type="checkbox"/> Newspaper <input type="checkbox"/> Magazine <input type="checkbox"/> Website _____ <input type="checkbox"/> Yard Sign <input type="checkbox"/> Open House <input type="checkbox"/> Other	Personal Referral (Check all that apply) <input type="checkbox"/> Friend referred me to the agent <input type="checkbox"/> Friend referred me to RE/MAX Gold <input type="checkbox"/> The agent called me <input type="checkbox"/> I've worked with the agent before <input type="checkbox"/> I've worked with RE/MAX before <input type="checkbox"/> Other _____
Comments: <u>The Agent sent A Business Card in the Mail.</u>	

How would you rate our overall service?				
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Good	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Comments:				

Which of the following company services were of benefit to you? (Check all that apply)			
<input checked="" type="checkbox"/> Convenient Office Location	<input checked="" type="checkbox"/> Friendly Staff	<input checked="" type="checkbox"/> Professional Agents	<input checked="" type="checkbox"/> Company Website
<input type="checkbox"/> Other			
Comments:			

How would you describe your agent? (Check all that apply)		
<input checked="" type="checkbox"/> Expert in Market Conditions	<input checked="" type="checkbox"/> Expert in Transaction	<input checked="" type="checkbox"/> Responsive
<input checked="" type="checkbox"/> Strong negotiator	<input type="checkbox"/> Other	
Comments:		

May we quote your comments in any of our promotional pieces? ☒ Yes ☐ No

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.

Gold
3374 Coach Lane Cameron Park, CA 95682

Customer
Satisfaction
Survey

Client Name: TIM & GAIL BROOKS
Email: _____
Phone: _____
Subject Property: 5521 GRASSY RUN
Agent Name: CHARLES WEST

Dear TIM & GAIL BROOKS,

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply)	Personal Referral (Check all that apply)
<input type="checkbox"/> Television	<input type="checkbox"/> Friend referred me to the agent
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Friend referred me to RE/MAX Gold
<input type="checkbox"/> Magazine	<input type="checkbox"/> The agent called me
<input type="checkbox"/> Website	<input type="checkbox"/> I've worked with the agent before
<input type="checkbox"/> Yard Sign	<input checked="" type="checkbox"/> I've worked with RE/MAX before
<input type="checkbox"/> Open House	<input type="checkbox"/> Other _____
<input checked="" type="checkbox"/> Other _____	
Comments: _____	

How would you rate our overall service?	
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor
Comments: _____	

Which of the following company services were of benefit to you? (Check all that apply)	
<input type="checkbox"/> Convenient Office Location	<input type="checkbox"/> Friendly Staff <input checked="" type="checkbox"/> Professional Agents <input type="checkbox"/> Company Website
<input type="checkbox"/> Other _____	
Comments: _____	

How would you describe your agent? (Check all that apply)	
<input checked="" type="checkbox"/> Expert in Market Conditions	<input checked="" type="checkbox"/> Expert in Transaction <input type="checkbox"/> Responsive
<input checked="" type="checkbox"/> Strong negotiator	<input type="checkbox"/> Other _____
Comments: <u>Charles is very detailed oriented and attends all client needs with</u>	

May we quote your comments in any of our promotional pieces? ☐ Yes ☐ No great integrity

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

His knowledge and professional can
assisted me to enjoy the process
as I know he was making sure
Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.

rev 6-30-03

everything was tended to
efficiently and accurately.
He is the most valuable. In fact he is



Service Center
602 E. Bidwell St.
Folsom, CA 95630

Customer
Satisfaction
Survey

Client Name: Bill and Eheryl Hickman
Email: _____
Phone: _____
Subject Property: 1212 Arrowbee
Agent Name: Charles West

Dear Bill and Eheryl Hickman,

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply)	Personal Referral (Check all that apply)
<input type="checkbox"/> Television <input type="checkbox"/> Newspaper <input type="checkbox"/> Magazine <input type="checkbox"/> Website <input type="checkbox"/> Yard Sign <input type="checkbox"/> Open House <input checked="" type="checkbox"/> Other	<input checked="" type="checkbox"/> Friend referred me to the agent <input type="checkbox"/> Friend referred me to RE/MAX Gold <input type="checkbox"/> The agent called me <input type="checkbox"/> I've worked with the agent before <input type="checkbox"/> I've worked with RE/MAX before <input type="checkbox"/> Other
Comments:	

How would you rate our overall service?	
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Good
<input type="checkbox"/> Good	<input type="checkbox"/> Fair
<input type="checkbox"/> Poor	
Comments:	

Which of the following company services were of benefit to you? (Check all that apply)	
<input checked="" type="checkbox"/> Convenient Office Location	<input checked="" type="checkbox"/> Friendly Staff
<input checked="" type="checkbox"/> Professional Agents	<input type="checkbox"/> Company Website
<input type="checkbox"/> Other	
Comments:	

How would you describe your agent? (Check all that apply)	
<input checked="" type="checkbox"/> Expert in Market Conditions	<input checked="" type="checkbox"/> Expert in Transaction
<input checked="" type="checkbox"/> Strong negotiator	<input checked="" type="checkbox"/> Responsive
<input type="checkbox"/> Other	
Comments: <u>VERY PLEASED - WOULD HIGHLY RECOMMEND</u>	

May we quote your comments in any of our promotional pieces? ☒ Yes ☐ No

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.



3374 Coach Lane Cameron Park, CA 95682

Customer
Satisfaction
Survey

Client Name: LARRY SHAPERS
Email: _____
Phone: 805-5 31932
Subject Property: 5627/5629 ROBERTSON
Agent Name: CHARLES WEST

Dear LARRY SHAPERS,

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply)	Personal Referral (Check all that apply)
<input type="checkbox"/> Television	<input checked="" type="checkbox"/> Friend referred me to the agent
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Friend referred me to RE/MAX Gold
<input type="checkbox"/> Magazine	<input type="checkbox"/> The agent called me
<input type="checkbox"/> Website	<input type="checkbox"/> I've worked with the agent before
<input type="checkbox"/> Yard Sign	<input type="checkbox"/> I've worked with RE/MAX before
<input type="checkbox"/> Open House	<input type="checkbox"/> Other
<input type="checkbox"/> Other	
Comments:	

How would you rate our overall service?	
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor
Comments: CHARLES WAS SMASHING	

Which of the following company services were of benefit to you? (Check all that apply)	
<input type="checkbox"/> Convenient Office Location	<input type="checkbox"/> Friendly Staff <input type="checkbox"/> Professional Agents <input checked="" type="checkbox"/> Company Website
<input type="checkbox"/> Other	
Comments:	

How would you describe your agent? (Check all that apply)	
<input checked="" type="checkbox"/> Expert in Market Conditions	<input checked="" type="checkbox"/> Expert in Transaction <input checked="" type="checkbox"/> Responsive
<input checked="" type="checkbox"/> Strong negotiator	<input type="checkbox"/> Other
Comments:	

May we quote your comments in any of our promotional pieces? ☒ Yes ☐ No

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.

Gold

3374 Coach Lane Cameron Park, CA 95682

Customer
Satisfaction
Survey

Client Name: JUDY BAKKE

Email:

Phone: (531) _____

Subject Property: 2 WHITE "RC"

Agent Name: CHARLES WEST

Dear JUDY BAKKE

Thank you for using RE/MAX Gold in your recent real estate transaction. Please take a moment to complete our customer satisfaction survey, so that we can continue to improve our service.

Why did you contact RE/MAX Gold? (Check all that apply)	
Advertising (Check all that apply)	Personal Referral (Check all that apply)
<input type="checkbox"/> Television	<input type="checkbox"/> Friend referred me to the agent
<input type="checkbox"/> Newspaper	<input type="checkbox"/> Friend referred me to RE/MAX Gold
<input type="checkbox"/> Magazine	<input type="checkbox"/> The agent called me
<input type="checkbox"/> Website	<input checked="" type="checkbox"/> I've worked with the agent before
<input type="checkbox"/> Yard Sign	<input type="checkbox"/> I've worked with RE/MAX before
<input type="checkbox"/> Open House	<input type="checkbox"/> Other _____
<input type="checkbox"/> Other _____	
Comments: Charles has represented me in several R.E. transactions. I would not consider working with any other R.E. agent but him.	
How would you rate our overall service?	
<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Very Good <input type="checkbox"/> Good <input type="checkbox"/> Fair <input type="checkbox"/> Poor
Comments: The title company commended to me. "What a pleasure it was to work with Charles and Joyce Huff."	
Which of the following company services were of benefit to you? (Check all that apply)	
<input type="checkbox"/> Convenient Office Location	<input checked="" type="checkbox"/> Friendly Staff <input type="checkbox"/> Professional Agents <input type="checkbox"/> Company Website
<input type="checkbox"/> Other _____	
Comments: Charles's associate Joyce Huff was very helpful and professional.	
How would you describe your agent? (Check all that apply)	
<input checked="" type="checkbox"/> Expert in Market Conditions	<input checked="" type="checkbox"/> Expert in Transaction
<input checked="" type="checkbox"/> Strong negotiator	<input checked="" type="checkbox"/> Other <input checked="" type="checkbox"/> Responsive
Comments: Charles is very detailed and thorough in his explanations & paperwork & phone.	
May we quote your comments in any of our promotional pieces? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

Thank you for taking the time to complete this survey so that RE/MAX Gold can serve you more effectively in the future. We look forward to working with you, your family, your friends, and associates on your next real estate transaction. If you know someone who is thinking of selling or buying a home, and might benefit from our service, please write his or her name and number below.

Charles goes above and beyond of what is expected of him. He is very polite, professional and timely in calling me & keeping me informed.

Please return this survey in the enclosed stamped envelope. Feel free to contact RE/MAX Gold for all of your real estate needs. Please visit us on the web at www.remaxgold.com.

rev 8-30-03

He is an outstanding sales professional in the field of Real Estate.

Sincerely, Judy A. Bakke
JUDY BAKKE

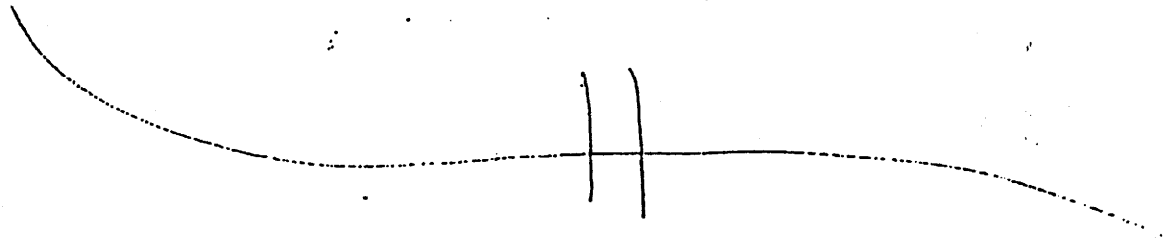
Dear Charles,

Thank you for selling our house so quickly. It was such a hard time for us and you made it much less painful than it could have been. You never lost confidence that it would sell even when it got down to the wire. You understood our situation and never judged us.

We really believe that you knew so much about short sale that it made the difference between the house selling or going to foreclosure. You did what our previous realtor could not do, and for that we will be forever grateful.

Take Care
and God Bless

Eric & Rich Wall



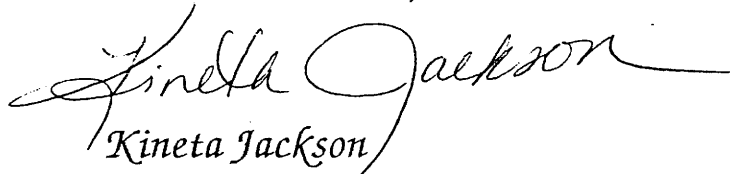
Charles West
4064 Flying C Road Suite 1
Cameron Park, CA 95682

Dear Charles,

I just wanted to tell you how much I appreciate your determination to sell our house. I had lost hope of a sale happening. Yet, through your constant advertising and keeping in touch with our lender you were able to sell what I believed impossible. God has His own plans, and I am glad you were part of His plan for the sale of our house.

Your compassion for our situation is extremely admirable. Your not only a Real Estate salesperson, you truly care about the people involved in each transaction! Keep up your wonderful work and let God do His work through you. I will pray for you Charles.

With Christ's love,


Kineta Jackson

Charles West

4064 Flying C Rd, Suite 1
Cameron Park, CA. 95682

I am writing this to express my appreciation for your professional and thorough handling of my home sale during a very sensitive and emotional time. Four years ago I bought the home and planned on staying there, remodeling, expanding, and enjoying the area for many years to come. As you know my wife and I separated early last year and have since divorced. I tried to stay in the home but soon found it impossible to make the payments alone. I subsequently called my original Realtor and friend, Sylvia Moore, who, being aware of the poor state of the market, recommended you. She informed me that your specialty was in the area of short sales.

Upon our first meeting, I asked many questions and was reassured by the your ability to answer me in detail. I was impressed with your knowledge and even more with your confidence that this could be worked out as smoothly as possible. This was very important because I was losing my home and all of the equity and investment I had saved a lifetime to have. You ended up handling most of the details of this sale and kept me up to date with any important aspects. You were very professional and uplifting during our conversations. You took the time to be available anytime I called. You were very thorough in taking care of all the small details and keeping me informed throughout the entire process. I particularly appreciated that you kept me out of the details until absolutely necessary.

The sale of the house went well and I became only moderately distressed once during the process. This occurred just prior to closing. I became discouraged and disappointed after an agreement that had been worked out so diligently by you and the buyer's agent, was suddenly canceled by the buyer's agent. This agreement pertained to the use of the shed for one month to store a couple of things I was having trouble finding a place for. Even though your attempts failed to reinstate this agreement with the buyer's agent, I did appreciate your efforts.

Charles, you really did a great job. It is very difficult to find people who take pride in their work the way you do. I have enclosed a small token of my appreciation for going above and beyond and especially for caring. I have and will refer clients to you. You are highly recommendable.

Sincerely,


Brett Hild

ADDITIONAL COMMENTS:

Thank you for this opportunity to voice our thanks to Charles West. This was the sale of our second house & purchase of our third house. Charles ~~was~~ ^{ed a} personable & professional business manner in dealing with a less than mature sellers. He consistently maintained our needs & curiously offered advice to maintain a professional mannerism through all the tedious dealings. He provided a humanly caring attitude for all our concerns or difficulties in understanding all the steps of sales that had changed since our previous experience. Please extend our thanks to Charles West for a pleasantly memorable real estate experience and a delightful opportunity for the ^{enriched} experience in meeting & knowing Mr. Charles West.

The following information is optional and is used for statistical purposes only.

PLEASE CHECK THE APPROPRIATE BOXES.

A. Are you: ☐ Male ☒ Female

B. Is your age: ☐ Under 18 ☐ 25 TO 29 ☒ 35 TO 39 ☐ 45 TO 49 ☐ 55 TO 59
☐ 18 to 24 ☐ 30 to 34 ☒ 40 to 44 ☐ 50 to 54 ☐ 60 OR ABOVE

C. What was your approximate annual HOUSEHOLD income (before taxes):

☐ UNDER \$25,000 ☒ \$50,000 TO \$74,999 ☐ \$100,000 TO \$149,999
☐ \$25,000 TO \$49,000 ☐ \$75,000 TO \$99,999 ☐ \$150,000 OR MORE

Sincerely,
 Kathleen & Steve Rollings



Dear Charles,

I want to take this time to thank you for all your hard work and efforts in selling our home. After having it up for sell for almost two years and two different real estate agencies with hardly any showings and no offers, the short time it took you to sell it was unbelievable.

Thank you for always keeping me informed of everything that took place and always keeping in touch.

Also, thank you so much for completely taking over with our two mortgage companies. With your knowledge of the real estate business, you were able to buy us more time and keep us out of foreclosure. With all that stress taken off my shoulders, it gave me more ease to cope with the big move. I am so grateful for that and being able to keep a good credit standing.

Thank You, Thank You, Thank You!
And, also, since I told my dad how great you are, he would like you to

help him find a home in this area. He is in South Lake Tahoe, CA now and wants to get out of the snow. His name and phone number are:

Robert (Bob)

916-577-

I hope some day to see you again. You were a good friend.

Sincerely,

Butte Johnston



The Myers Family
2599 Pendleton Dr.
El Dorado Hills, CA 95762
Ph. (916)941-9351


E-mail: Olymyers@cs.com

Charles,

Without your guidance and time we would never have acquired the home that best suited our tastes and needs. Your integrity and personal character as well as knowledge and experience put us at ease. We always felt cared for and well represented.

The quality service you provided has been invaluable to us. If there is ever a way we could reciprocate please do not hesitate to call.

Thank You & Best Wishes
The Myers



Charles West

From: "Wendy Liberko" <wliberko@msn.com>
To: <charleslwest@msn.com>
Sent: Friday, May 28, 2004 3:20 PM
Subject: Thank you

Hi Charles, thanks so much for continuing to think of us and keep in touch. Funny, we were just saying last night (in the hot tub w/champagne) how weird it seems to not have the person we worked with locally keep in touch. Guess we were spoiled with you!

Never heard from the new owners out there - hope they were pleased when they arrived. Going to miss that pool this summer...not that it will ever truly be HOT here... (yes, it rains a TON it seems like). Keeps it very green. In fact, we are having the house bleached/scrubbed because it is covered in MOLD. Gross - common, moss too.

We are enjoying our house in the 'burbs. 13 girls under 10 on our cul-de-sac. People don't lock their doors, kids are the priority, if the sign says 25 - people drive 25, why go faster? Steve's store build out starts soon - he should open in July. I'm telecommuting for a co. in Chicago now, have another view office I'm pleased to say.

Dogs are loving green grass - we have native blue berries bushes here I'm sure I'll be competing with them for.

Anyway, hope this finds you well. I think of you when I am on eBay and see cars out there - a friend wants to sell an old freaky ambulance. We'll see if I list it under my account...

Take care, enjoy the long weekend, and thanks for keeping in touch! Let us know if you get up our way!

Wendy

Dear Charles,

May 30/7

We just wanted to say thank you for "sticking it out" as long as you did on Elvira's house. You came through for our family once again! Charles also for not only being our agent, but family psychotherapist, and of course friend. Congratulations! All the best to you!

David, Julian + families

June 28, 2000
Theresa Harte, CA
(4580 Meadow Cr. Rd.
Placerville -)

Lyon & Associates
El Dorado Hills

Just a note to compliment you on
your agent - Charles West. He was
aggressive, personable and used
excellent advertising techniques. I'm
sure I was not the easiest client
to work with, but he went along
with my choices in keeping my home
furnished as I liked it etc. The home
was sold for \$10,000 more than I
would have realized because he
discouraged a price cut! What a guy!

Thanks to you & especially Charles.

February 11, 2010

Charles,

RE: 3627 Millbrae Road, Cameron Park, CA

We wanted to thank you so much for all your hard work, honesty, and persistence so that we were able to short sale our wonderful home in Cameron Park in record time and on the final day. Your ability to communicate on the phone and via the internet made our participation expedient especially regarding the electronic signature feature.

We lived at 3627 Millbrae Road for 24 years and had many wonderful experiences raising our two daughters there. We know the new buyer will enjoy the wonderful landscape with the waterfalls and many fruit trees as we did for so many years. The rough edge granite in the kitchen with the stainless steel refrigerator was a very modern asset that updated the house which we enjoyed so much.

Due to the short sale nature, we are very grateful that you covered the escrow shortage out of your own pocket to ensure the sale on the final day. We apologize for not having the funds to cover the \$240.00. Please provide us with your business cards so that we can at least refer your services to others.

We worked with other Real Estate Agents regarding our property and were not impressed. With YOU, you produced results and we ARE impressed.

Again, thank you.

Sincerely,

Lisa and Dan Murphy

PS Please send us your business cards to 124 Rancho del Sol, Camino, CA 95709

To Lyon + Associates,

3/26/

I would like to thank Lyon + Associates, + especially Charles Wes who was extremely helpful with a real estate transaction. He helped me find the perfect home and followed through on all the many details. I had contacted him due to a friend highly recommending him, and I will do the same in the future. I feel very lucky to have had a superior realtor working for me along with his excellent support team.

Deborah Spruill --

Sunday

I like the place more + more each
time I go! Thank you, thank you,
Thank you -

Let's keep following up now + then on
the property next door as I think
that would make a nice addition to
the property + privacy -
Well back to packing -
Take Care + Keep in Touch -

Friday

Dear Charles,

Just a little note of thanks.

I appreciate all your help +
assistance with finding the right
house, and helping me take care
of all the little details to get
the job done. It was a pleasure
working with you,

Debbie Springer

Re: WOO F'N HOOO!

From: Harlan S. [REDACTED] (hspro[REDACTED]@yahoo.com)

S on

To: Charles West (charleslwest@msn.com)

Charles let me just say that no of that would have happened without your help. Your persistence made my patience look feeble by comparison. I say it again Thank you for all your help. You are the best and I would and will recommend to any one. You are a man that gets things done. No if I can s my out: ying the o ney boy will I be happy. I will do every move I can to id payi them anything or as possible.

H. Sh. [REDACTED]

1945 [REDACTED] Ave.

San Francisco, CA. 94124

hspro[REDACTED]@yahoo.com

415 400 5600 Ext 200

415 400 5600 Fax

From: Charles West <charleslwest@msn.com>

To: Harlan S. [REDACTED] <hspro[REDACTED]@yahoo.com>

Sent: Sat, June 5, 2010 1:21:49 PM

Subject: WOO F'N HOOO!

1104 Alabama closed escrow and recorded in Yolo County on Friday. You're no longer the proud owner!

Harlan, thanks for hanging in there through all the BS. These deals always get very stressful at the end if the lender tries the Big Grab, and i Really appreciate you going to the end, and keeping your eye on the whole reason for this in the first place, which is to avoid the TS.

This is the toughest side of a tough business and it calls for a lot of courage from my clients - I wish I could make the process any less brutal

Your friendship and our relationship mean a lot to me Harlan. Let me know if ever I can do anything for you or a friend. It was a pleasure for me being of service to you in this sale.

Best regards,

Charles L. West

Re/Max GOLD

3374 Coach Ln

Cameron Park, CA 95682

Cell Direct / Iphone 530-545-9378

Fax: 1-530-642-0202



ERA Realty Center

Always There For YouSM

September 13, 2002

Charles West
Remax Gold
899 Embarcadero #3
El Dorado Hills, CA 95762

Dear Charles,

It was a pleasure conducting business with you during the sale of the property at 2540 Greensboro. You were very professional in your actions and extremely cooperative. It is working with special people, like you that make real estate such a great career.

Please let me know if there is anything I can do to help you in the future. I am certainly looking forward to having the opportunity to work with you again.

You are appreciated!

Success to you,

A handwritten signature in cursive script, appearing to read "Jeanne Rios".

Jeanne Rios
ERA Realty Center



SERVICE SATISFACTION SURVEY

The Rakings Household
6615 Thruce Hg Lane
Placerville, CA 95667-9761

|||||

07114 01
West Charles
2465811

Please check the appropriate box which best describes your overall satisfaction with the Company. CS=Completely Satisfied ☒ 52.5%

CS=Completely Satisfied ☒

VS=Very Satisfied ☐

SS=Somewhat Satisfied ☐

FD=Fairly Dissatisfied
VD=Very Dissatisfied
TD=Totally Dissatisfied

FD=Fairly Dissatisfied
VD=Very Dissatisfied
TD=Totally Dissatisfied

VO=Very Dissatisfied
TD=Totally Dissatisfied

TD=Totally Dissatisfied

Comment:

Using the above satisfaction scale, please check the appropriate box which best describes your satisfaction with the Associate.

2. Ability to keep you informed through the process.

3. Effort made to sell your home.

Skill demonstrated in the presentation of marketing services.

3. Honesty.

5. Follow-up after the transaction was completed.

7. Overall satisfaction with the level of service provided by Associate.

3. Actions in going above and beyond the call of duty in serving my real estate needs. Please give example: helped us to maintain our
lawn & needs with hour declines.

2. The Associate offered me referral services to assist in finding a new home. Handwritten: No ☒ YES ☐ NO

10. The Associate offered a Home Warranty Plan
(Seller Protection Plan and/or Buyer Protection Plan). ☒ YES ☐ NO

11. I would use this . Associate again in buying or selling
a home. ☒ YES ☐ NO

12. I would recommend this Associate to a friend and/or family member. Therese Richardson ☒ YES ☐ NO

13. Real Estate and the Associate has my permission to use my comments in its promotional materials. *Charles* ☒ YES ☐ NO

14. The Associate presented the Commitment to Service Guarantee. ☒ YES ☐ NO

15. What has influenced you to do business with an Associate?

☐ Referred by friend

☐ Saw TV advertisement

☐ Listed/Sold with before☐ Other

☐ Saw yard sign

☐ Yellow Pages advertisement

☐ Open House

☐ Newspaper Ad

☐ Reputation

☒ Home's Magazine



Administration • 3640 American River Drive, Suite 100, Sacramento, CA 95864 • (916) 483-4450

August 6, 2001

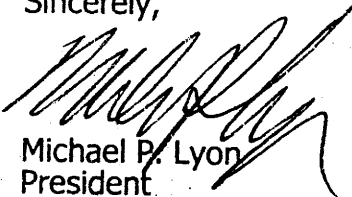
Charles West
El Dorado Hills Office
Lyon & Associates Realtors

Dear Charles,

Congratulations on your achievement of TOP AGENT for July in the El Dorado Hills office. Your professionalism in representing Lyon and Associates is greatly appreciated.

Since I have resumed the duties of the General Manager, I have a better understanding of the challenges you encounter in our real estate market. Thank you for the excellent work and I know that your success will continue for all of 2001 and beyond!

Sincerely,



Michael P. Lyon
President

cc: Jerry Kays



Administration • 3640 American River Drive, Suite 100, Sacramento, CA 95864 • (916) 483-4450

September 12, 2001

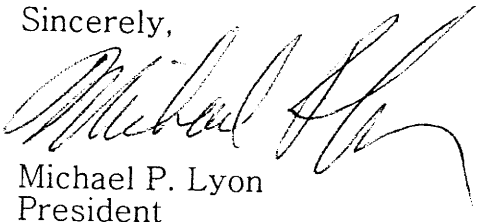
Charles West
El Dorado Hills Office
Lyon & Associates Realtors

Dear Charles,

Congratulations on your achievement of TOP AGENT for August in the El Dorado Hills office. Your professionalism in representing Lyon and Associates is greatly appreciated.

Since I have resumed the duties of the General Manager, I have a better understanding of the challenges you encounter in our real estate market. Thank you for the excellent work and I know that your success will continue for all of 2001 and beyond!

Sincerely,



Michael P. Lyon
President

cc: Jerry Kays

LYON & ASSOCIATES REALTORS

Since 1946

EXECUTIVE OFFICES
ESCROW & FINANCE
SIERRA OAKS OFFICE
2580 Fair Oaks Blvd.
Sacramento, CA 95825
(916) 481-3840
Exec. Fax (916) 481-7592
S.O. Fax (916) 484-7683

FAIR OAKS OFFICE
6815 Madison Ave.
Fair Oaks, CA 95628
(916) 962-0111
Fax (916) 962-1435

ROSEVILLE OFFICE
2220 Douglas Blvd., Suite 150
Roseville, CA 95661
(916) 784-1500
Fax (916) 784-1578

DOWNTOWN OFFICE
2801 J Street
Sacramento, CA 95816
(916) 447-7878
Fax (916) 447-4051

AMERICAN RIVER OFFICE
11220 Gold Express Dr., Ste. 405
Gold River, CA 95670
(916) 853-7700
(916) 962-0886
Fax (916) 853-7744

INSURANCE DIVISION
3636 American River Dr., Suite 200
Sacramento, CA 95865
(916) 974-7800
Fax (916) 974-6120

DAVIS OFFICE
401 2nd Street
Davis, CA 95616
(530) 758-0720
Fax (530) 758-5784

EL MACERO OFFICE
44029 Mace Blvd.
El Macero, CA 95618
(916) 753-4061

TAHOE-HOMEWOOD
5620 West Lake Blvd.
Homewood, CA 95718
(916) 525-7093

AUBURN OFFICE
1919 Grass Valley Highway
Suite 100
Auburn, CA 95603
(530) 888-1928
Fax (530) 888-7856

ELK GROVE OFFICE
9370 W. Stockton Blvd., Ste. 100
Elk Grove, CA 95758-8012
(916) 683-6600
Fax (916) 683-6644

EL DORADO HILLS OFFICE
Village Center
879 Embarcadero Dr., Suite 4
El Dorado Hills, CA 95762
(916) 939-5300
Fax (916) 939-5333

Raley's Center
3919 Park Drive, Suite 10
El Dorado Hills, CA 95762
(916) 939-5301
Fax (916) 939-5305

October 6, 1999

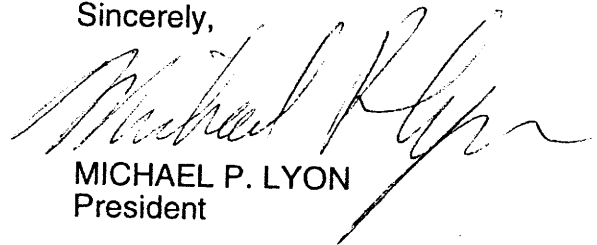
Charles West
Lyon & Associates Realtors
El Dorado Hills Office

Dear Charles West:

CONGRATULATIONS on gaining the respect and loyalty of your clients. We have received a very complimentary letter from your client, David G. Carnes. (The letter is enclosed for your information and review.) We really appreciate agents like you that go that extra mile to make the transaction a pleasurable experience.

Your positive and professional attitude is considered a great asset here at Lyon. Continued good luck to you for the remainder of 1999 and on into next year.

Sincerely,



MICHAEL P. LYON
President

Enclosure

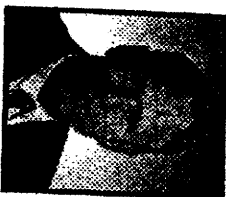
cc: George Kwachack
Agent's file

LYON

**& Associates
Realtors**

**Announces Top
Sales Associate**

**Charles
West**



Lyon Associates Realtors in El Dorado Hills announced its top-selling Realtor Associate for all of El Dorado County in the month of June. Charles West, a resident of Garden Valley, was congratulated by office manager Jerry Kays for his closed-sales production. Charles has been an El Dorado County Realtor since 1992, and joined Lyon and Associates' El Dorado Hills office in April 1999. In the month of May, he was also noted to be the office's top agent in number of homes listed. His area of expertise includes Placerville, Shingle Springs and Camino as well as El Dorado Hills.

To reach Charles directly, call 916-939-2521 or 530-677-9109 ext 2521

TOP PRODUCERS

EL DORADO HILLS OFFICE

TOP 15 REALTORS

JUNE 1, THRU JUNE 30, 2000

- 1. Charles West**
- 2. Barbara Dow**
- 3. Glenn McCloud**
- 4. Robert Day**
- 5. Kathie DeBord**
- 6. Del Nichols**
- 7. Robin Burns**
- 8. Lynn Putman**
- 9. Carmen Richards**
- 10. Julie Clark**
- 11. Liani Davenport**
- 12. Todd Leu**
- 13. Gloria McCloud**
- 14. Jeanne Gaskins**
- 15. Nora Robinson**

LYON & ASSOCIATES REALTORS

Since 1946

EXECUTIVE OFFICES
ESCROW & FINANCE
SIERRA OAKS OFFICE
2580 Fair Oaks Blvd.
Sacramento, CA 95825
(916) 481-3840
Exec. Fax (916) 481-7592
S.O. Fax (916) 484-7683

FAIR OAKS OFFICE
6815 Madison Ave.
Fair Oaks, CA 95628
(916) 962-0111
Fax (916) 962-1435

ROSEVILLE OFFICE
2220 Douglas Blvd., Suite 150
Roseville, CA 95661
(916) 784-1500
Fax (916) 784-1578

DOWNTOWN OFFICE
2801 J Street
Sacramento, CA 95816
(916) 447-7878
Fax (916) 447-4051

AMERICAN RIVER OFFICE
11220 Gold Express Dr., Ste. 405
Gold River, CA 95670
(916) 853-7700
(916) 962-0886
Fax (916) 853-7744

INSURANCE DIVISION
3636 American River Dr., Suite 200
Sacramento, CA 95865
(916) 974-7800
Fax (916) 974-6120

DAVIS OFFICE
401 2nd Street
Davis, CA 95616
(530) 758-0720
Fax (530) 758-5784

EL MACERO OFFICE
44029 Mace Blvd.
El Macero, CA 95618
(916) 753-4061

TAHOE-HOMEWOOD
5620 West Lake Blvd.
Homewood, CA 95718
(916) 525-7093

AUBURN OFFICE
1919 Grass Valley Highway
Suite 100
Auburn, CA 95603
(530) 888-1928
Fax (530) 888-7856

ELK GROVE OFFICE
9370 W. Stockton Blvd., Ste. 100
Elk Grove, CA 95758-8012
(916) 683-6600
Fax (916) 683-6644

EL DORADO HILLS OFFICE
Village Center
879 Embarcadero Dr., Suite 4
El Dorado Hills, CA 95762
(916) 939-5300
Fax (916) 939-5333

Raley's Center
3919 Park Drive, Suite 10
El Dorado Hills, CA 95762
(916) 939-5301

October 6, 1999

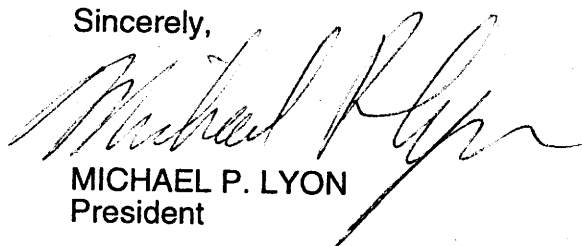
Charles West
Lyon & Associates Realtors
El Dorado Hills Office

Dear Charles West:

CONGRATULATIONS on gaining the respect and loyalty of your clients. We have received a very complimentary letter from your client, David G. Carnes. (The letter is enclosed for your information and review.) We really appreciate agents like you that go that extra mile to make the transaction a pleasurable experience.

Your positive and professional attitude is considered a great asset here at Lyon. Continued good luck to you for the remainder of 1999 and on into next year.

Sincerely,



MICHAEL P. LYON
President

Enclosure

cc: George Kwachack
Agent's file

September 21, 1999

Lyon and Associates
879 Embacadaro Dr. #4
El Dorado Hills, CA. 95762

Karen Russell
3804 Trestle Glen Ct
Cameron Park, CA
95682

Dear Mr. Kwachak:

My name is Karen Russell and my family and I recently relocated to Cameron Park from San Diego.

I am writing you this letter to let you know how pleased we are with our Realtor Charles West.

We first met Charles when we came here the first time in March, he was with ERA at that time. We stopped in the office one Sunday to talk to a Realtor about property here. We were right away impressed with Charles' knowledge of the area and schools as that was very important to us being new to the area.

Charles kept in touch with us and let us know that he had moved from ERA to Lyon and Associates.

We came here twice to look at houses and Charles was always there and willing to help in any way he could. We found this house on Trestle Glen Ct and fell in love with it. Charles came to our hotel and we wrote an offer. It was eventually accepted and we returned to San Diego. Charles and I continued to keep in touch by phone.

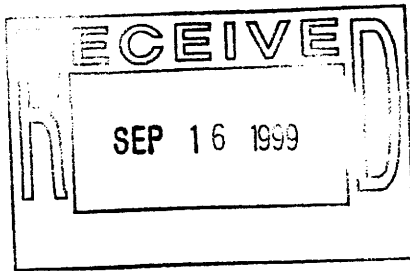
We were due to close escrow on both houses on Sept. 10. Due to circumstances beyond our control, we could not close escrow in San Diego on time which delayed closing here. But we came here anyway as the movers were due to pick our furniture up on Sept. 10.

What happened next has been the worst experience of our lives. Monday and Tuesday we waited for word that our San Diego house had closed escrow. When it did not close escrow by Monday we were getting very concerned and asked Charles to see if we could move into the house anyway as we knew it was empty, and were willing to pay rent. As you probably know the owner and Realtor tried to charge us 250.00 a day. We felt that was way out of line, but really had no choice as the movers had to deliver our things that day. But as it turned out they were just playing games with us to try to get us to sign a contract that they could back out of the deal if escrow had not closed by Sept 17. We did finally get in on Tuesday thanks to Charles and Sharon at Fidelity Title.

During this whole ordeal Charles was with us all the way and was always very professional, something I wish I could say about everyone involved with ERA. I just wanted to let you know how great we think Charles is and we think you are very lucky to have him working for you. This situation could of turned out much worse if Charles was not right on top of things as he was.

Sincerely,

Karen Russell



David G. Carnes
5760 Garden Valley Rd
Garden Valley, CA 95633
(530) 333-0195
work: (510) 613-1026

Lyon & Associates Realtors
2580 Fair Oaks Blvd.
Sacramento, CA 95825

September 13, 1999

Attention: Mr. Michael Lyon, Principal Broker

I wanted to thank you for settling with me on the problem I had with the non-disclosure of the well production report. I especially wanted to let you know how impressed I was with the attention my problem was given, and the professionalism with which Mr. McGillivray handled the situation.

Mr. McGillivray set up a meeting with Mr. George Kwachak, Charles West, my wife and myself after having tried to get Pacific National Realty to cooperate in determining what happened that caused me not to see the well production report. I was immediately impressed with Mr. McGillivray and the manner in which he handled the meeting. I thought that everything went extremely well and that everyone there acted in a very professional manner. I felt since there was a lack of cooperation with my Realtor's office, the offer to settle for ½ the cost of the repair to the well was a fair offer. Unfortunately, it appears to get the other half from Pacific National Realty; I will end up having to go to small claims court. I really expected things to go the opposite, whereas I would be having problems with your Realtors instead of mine.

Again, I cannot say enough good things about Mr. McGillivray and Mr. Kwachak and the manner in which things were resolved.

Sincerely,

David G. Carnes