



Rosalyn Miller



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Dear Bill & Ruth,

First and foremost, I wanted to let you know how much I value your business! Secondly, I hope the dust has had a chance to settle from the move and you're starting to enjoy your new surroundings. And last, but not least, I need your assistance in order to continually improve the services I offer. Please complete the following Survey and return to me at your earliest convenience. Naturally I love compliments, but please give me your suggestions for improvement, too. Your comments will help me maintain the high quality standards I've set for myself.

Thanks in advance for your time and consideration.

Sincerely,

Rosalyn Miller

Please evaluate my services:

| Sales associate: <i>Rosalyn Miller</i> | Excellent | Very Good | Good | Average | Below Average |
|--|-----------|-----------|------|---------|---------------|
| Ability to understand my needs | X | | | | |
| Professionalism | X | | | | |
| Knowledge of central Ohio Area | X | | | | |
| Availability | X | | | | |
| Chances I would recommend this associate | X | | | | |

How could I have made your move easier?

Additional comments:

Name Bill Troyer Date 1-13-06
Please return to me in the enclosed envelope.

P.S. If you know of anyone that needs a Realtor (Friends, Relatives or anyone at Work), I hope you'd feel comfortable referring them to me. Your trust and confidence are not things I take lightly!

Rosalyn
Miller



Straight Talk. Intelligent Results.