

17th February 2005

Geoff Buck
PO Box 233
SURREY HILLS VIC 3127

Dear Geoff,

**Re: - Sale of Jowett Real Estate
Sale of Unit 4 & 5, 802 Main Road Hurstbridge.**

We are writing to express our sincere thanks and total appreciation to you for the excellent work that you did in achieving incredible results in the above sales.

Right from the start you listened to us and fully understood our objectives. At all times you were totally professional. You were always so positive. You turned every situation into a positive and never stopped moving forward.

From a marketing point of view there were many enquiries and you methodically explored every single prospect. Your advertising achieved maximum market penetration while at the same time you kept marketing expenses to a minimum.

Every buyer was treated fairly and all were shown the greatest respect. At the same time we felt that you always acted in our best interest. With you it was always "We, as a team."

Over such a long period you were constantly keeping us informed. Like all vendors there were times when we were anxious, but no matter the time of day, we could always reach you.

Constant communication. Constant feedback and you were always prepared to go that little bit extra every single time.

We were so impressed when in order to make the deals happen you did not hesitate to jump on an aeroplane to Adelaide and sign myself then fly on to Sydney where you had Paul sign and then catch another plane back to Melbourne all in one day. Some people would have simply put the contracts in the post and waited.

So many times I have seen people stop once the sale is made. But, not Geoff Buck, you arranged and attended every meeting between the buyer and ourselves. You continuously smoothed the paths and paved the way. You talked with all staff about their individual issues and you helped prepare them for the next stage. You offered to

stand in and assist if needed. Week in week out you were there. You were there full time in the closing stages and right up to the hand over.

Our primary goal of course was to pursue our passion for trekking through the sale of the business. However, at the same time you secured for the family an unbelievable deal with the sale of the freehold.

I have been in Real Estate for over 20 years and I have never seen a better performance from anybody. Paul, Mary, Elizabeth and I were so pleased with the results. We are sure that mum would also be so pleased with what you helped us achieve.

I recall several times along the way you said you could write a book on this one. I felt it was more like a journey. There were many ups and downs. But you never lost track of our goal. You lead us along the way and at times you made us all sit back and have a good laugh together.

Nobody could have achieved such an outstanding result. We hope you have a great holiday in New Zealand and please enjoy spending some of the commission. You deserve it.

Thank you on behalf of the family.

John Jowett