



May 19, 2013

Mr. Don Cox
Don E. Cox and Associates
6506 Huckleberry Cove
Austin, TX 78746

Dear Don,

Jayne and I are still in the process of getting moved into our new home at 588 W. Bartlett Dr. in Buda. We're both very happy with it. I wanted to let you know how much we appreciate all of the help you provided along the way. We're well aware that you had to do not only what a buyer's agent would normally do, but also had to pick up some of the slack from the seller's agent. We were very fortunate to have received your name as a recommended realtor from an attorney I've worked with in Austin for many years, Campbell McGinnis.

By far, this has been the most complicated, and at times frustrating, home purchase that Jayne and I have experienced. You stuck with us the entire way, and never showed anything other than a positive attitude. That first weekend we started looking at houses, you spent the entire weekend showing us many houses over a wide geographic area. I suspect we logged well over 500 miles that weekend alone. With your help, we were gradually able to decide what we were really looking for. It took a couple more trips, and a lot more chauffeuring around the Austin area, but we finally found the home of our dreams.

But your help did not stop there. Your able assistance in the process of negotiating the purchase contract was invaluable. I negotiate very large contracts as part of my professional practice, and have to pay attention to every detail. I was impressed and appreciative of your attention to detail as well. Even more important, we were able to develop a negotiating strategy using your insight of the market and the specific

REALIZE THE DIFFERENCE

5555 North Grand Boulevard
Oklahoma City, OK 73112-5507
405.416.8100

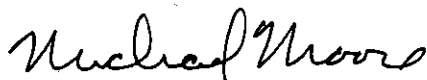
guernsey.us

circumstances surrounding the house that worked beautifully. We were very pleased with the final contract price.

But your help did not stop there, either. The seller's failure to have previously combined the two lots into one created a delay in closing. Were it not for your persistence staying after the seller's agent, we might still be waiting on the single deed. Then we found out that the seller had failed to obtain all of the required permits when he added the carriage house, pool, and pool house. There were further delays in closing, but again your persistence staying after the seller's agent, and many times doing his job for him, kept things moving. And finally, we were able to close!

You have a rare combination of a very friendly personality and a get-it-done work ethic. I suspect there are very few realtors that could have worked with Jayne and me so well and ended up with such a good result, especially given some of the obstacles along the way. We're both very appreciative of your help. Don't hesitate to let me know if there's something we can do to return the favor. We look forward to having you over as soon as we get things moved in and situated.

Sincerely,



Michael Moore, P.E.
President and CEO

REALIZE THE DIFFERENCE

5555 North Grand Boulevard
Oklahoma City, OK 73112-5507
405.416.8100

guernsey.us