

January 3, 2007

Mr. Adam Doyle  
Global Financial Services  
6931 Arlington Road  
Suite 501  
Bethesda, MD 20814

Dear Mr. Doyle,

As I sit at my desk holding the keys to my new home, I felt compelled to write you to inform you of the outstanding service I received as a client. I settled on my condo at 2472 Alabama Ave. SE, on Friday, December 15<sup>th</sup> after nearly seven months searching for the "right" home. As a father of two and a "first-time" buyer, the process was not only new, but it was imperative that I made the right decision given the importance of this purchase and my family's future. I needed someone that I thought I could trust to help me through the process.

I first met Lola Pol when she showed me the vacant units at 2474 Alabama Ave. I was interested in either a 3 or 4-bedroom unit, but they were all under contract. I asked to be placed on the waiting list, and Lola introduced me to an agent that she thought would help in my search for an affordable home. The agent she recommended to me was excellent, and eventually led me back to 2472 Alabama Ave. when a 4-bedroom unit became available.

I immediately knew that the unit was perfect for my small family and me but it was outside of my financial means. Lola contacted me one day with the news that given my income, I would qualify for the HPAP program and receive up to \$77,000 interest free toward my home. This made the condo affordable given my budget. At that point, Lola became a primary contact for me during the HPAP and mortgage application process. She was excellent in connecting me with the appropriate people and even accompanied me to meetings when necessary. In addition, she gave me guidance on the collection of needed documentation, answered questions, and ultimately used her contacts to expedite the release of my HPAP from the Greater Washington Urban League.

I think that you should be aware of the professionalism, kindness, and attention to detail Lola showed while working with me as a client. She went well above the call of duty given in comparison to the experiences of friends and family with other brokers. She is an incredible asset to your team and brings a sense of comfort and calm to an experience that can be full of anxiety. I felt that she truly had the best interest of my family in mind throughout the process. In essence she made the purchase of my first home possible and for that I am grateful. Please feel free to pass on these heartfelt thanks to Lola.

Sincerely,



Mark Thorne