

DENIS VIRGILIO
292 MAIN STREET
WORCESTER, NEW YORK 12197

Ms. Maria McCallister
Barak Realty
237 West 72nd Street
New York, New York 10023

March 17, 2009

Dear Maria,

When the time came to sell my apartment I realized I had several challenges. The apartment had accumulated twenty years of "memories" in addition to a veritable menagerie of pets. I needed a broker who was familiar with my neighborhood and building and would not be daunted by the challenges. After speaking with you about my situation, I left the conversation feeling hopeful and having a better understanding of my position. You arranged a meeting with yourself and the President of Barak Realty where the sales strategy was presented. As I recall you both must have spent over one hour going over the details and answering all my questions. In addition, you then had a colleague come to the apartment and to give suggestions for staging.

Having grown comfortable with the place over the years, it was helpful to have a fresh perspective and one with an eye to what sells. Maria, you gave the term "hands on" a new meaning when you spent two weekends helping me paint the entire apartment. Open houses started thereafter and every Sunday, even when you were not feeling well, you held an open house. You would arrive before the scheduled time and make sure everything was as it should be. Your sensitivity to my feelings made me feel as if you were selling your own place.

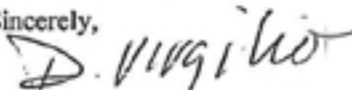
Your dedication was demonstrated throughout the entire process. I had observed you with clients and could see your enthusiasm and confidence. That sense that you were "taking care of business" made the two hours spent away from my home during the open house less daunting. All of this occurred at a time when the market had begun to take a dive, yet you held my hand throughout. When offers were made you acted quickly and I can't recall a time when I did not know what the status of an offer was.

Full service does not begin to describe how you handled the sale. While helping me sell the apartment, you also assisted me in locating a new home, even driving me three hours upstate NY. After the closing you even arranged accommodations for me and my pets. Your energy and enthusiasm helped me through some tough times in the sales process.

Looking back I can't think of what it would have been like with another broker. As I sit here in my new home in the country, I can't help but think it would not have occurred without your dedication.

So again, thank you from the bottom of my heart.

Sincerely,



Denis Virgilio