

# ADAM AND DEBBY LEVINE

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Adam and Debby Levine  
1505 Pine Creek Court  
Thousand Oaks, CA 91320  
805-375-5690

September 14, 2005

Dionne Curtiss  
The Curtiss Team at Coldwell Banker  
Westlake Village Centre  
883 S Westlake Blvd.  
Westlake Village, CA 91361

Dear Dionne:


Now that we've settled in to our beautiful home and most of the boxes are unpacked, I wanted to take this opportunity to thank you and the rest of The Curtiss Team for your outstanding professionalism. After understanding our priorities, your initial approach of mapping out a series of homes in our price range across Thousand Oaks allowed us to target those where we had greatest interest at our own pace. With young children, quite important!

Having never dealt with a realtor of your caliber, what Debby and I came to most appreciate was how your personal style and teaming approach created a network that allowed us the best opportunity to make the desired purchase. In our case, this translated into sitting for hours while offers and counters were made and the deal set, candid personal advice, and helping us find a strong realtor team to sell our former home up in Antioch. There are many ways that you might have accomplished this, but you handled this personally. When you referred us to Libby Guthrie and her husband, we had no hesitation and, now, absolutely no regrets!

In banking, my business, there is a clear distinction between "customer serving," which is proactive, versus "customer service," which is reactive. You and The Curtiss Team are "customer serving!" Your attention to detail and constant communication translated into complete confidence. Throughout, my wife and I knew what was happening and what was expected to achieve the myriad of milestones.

We couldn't be happier and will recommend The Curtiss Team to any and all.

Sincerely,

  
Adam & Debby Levine

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