

December 2009

Re: M&J Estate Sale Services

Dear Suzie:

I cannot believe that it has been nearly four months since you completed the estate sale at 3 Moore Road! I have been busy with the myriad other work that processing an estate entails, but I wanted to take a moment to express my gratitude for your superior service.

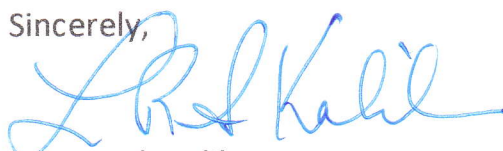
As I do not live in the Bloomington area, I relied heavily on word-of-mouth when I began searching for an estate sales professional. M&J was the name that continued to come up – and now I know why. Having to conduct business long-distance can be unnerving, but M&J's honesty, compassion and professionalism instilled confidence in me and eased any sense of vulnerability I had going into the project. You spelled out the entire process, the timeline for each step along the way, and the expected result. The work was punctual, thorough and sensitive to our family's feelings about the recent loss of our mother.

M&J's reputation, website marketing and beautiful staging of the hundreds of items at the house lead to the only surprise in the entire project – the higher-than-projected sales proceeds.

Thank you for everything you did to take a difficult project off of my shoulders and turn it into a success. Please feel free to provide this letter to prospective clients or use any of its content in your marketing materials.

I wish you continued success, Suzie. Thank you for everything.

Sincerely,



Lisa Smith Kaliban