

Michael and Jennifer Evans  
PO Box 38  
Riva, MD 21140

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To Whom It May Concern:

It is our pleasure to highly recommend Jim Bim for future real estate sales. The quality of service provided by Jim and his assistant, Amy, demonstrated great intuition and knowledge of the market. He provided solid reasons for putting the house on the market ahead of the Spring sales. He was upfront, did not hide anything, and created two market analyses in detail on where our house stood in comparison to others. We implemented all of his staging recommendations and agreed to the price as he recommended.

Amy contributed to our sale by taking professional quality pictures and created a brochure and web site that brought instant attention. She was always friendly, responsive and willing to help in any way.

The result speaks for itself – the house sold between two snowstorms, Super Bowl Sunday, with competitive bids, and at our asking price! It was the perfect “win”!

We will always be grateful to have worked with Jim as our seller’s agent. He has our highest recommendation for any real estate sales transaction!

*Michael & Jennifer Evans*

# Seller's Survey : The Evans' : 1891 Rockridge Ct

At Winning Edge Real Estate Solutions we are serious about providing the best possible service to our clients. To help us work towards this goal, please let us know what areas we need to improve on. We would also appreciate it if you'd let us know what we are doing well; so, gestures of acknowledgement and compliments are most humbly appreciated.

□ How did you become aware of JIM BIM's real estate services? Saw sign in community & received brochure.

□ Why did you choose to work with JIM BIM?

Knowledge  Reputation  Experience  Marketing Program

Recommendation Other Also provided inarguable, analytical data

□ Previously, how many homes have you bought and or sold? (1) 2 3 4 5 \_\_\_\_\_  
In general were the previous experiences satisfactory? (No) Yes

□ How would you describe the service you received from JIM BIM?

Poor Below Average Average Good (Excellent)

Comments Factual in presentation, careful consideration of our thoughts and ideas; always responsive even when the same question was asked more than once

(over)

□ How could JIM BIM improve his services or make the home sales process smoother / Better? Ensure that sellers understand the need to close anything that affects the sale that has a lien, such as an unused line of credit, well in advance of closing to save title service charges to do the same thing. Other than that, the process could not have been smoother.

(over)

□ Please rate your overall experience with JIM BIM. (1 : Poor 5 : Average 10 : Excellent)  
1 2 3 4 5 6 7 8 9 (10)

□ Would you consider using JIM BIM's services again? No (Yes)

□ Would you consider recommending JIM BIM's service to others? No (Yes)

□ Do you know anyone who is considering buying or selling real estate at this time?

No (Yes) within the next year

□ Could JIM BIM contacted them and used your name as a reference No (YES)

□ Did JIM BIM do anything that you especially liked or appreciated?

Kept us grounded in our expectations; when competitive bidding occurred, he worked all day to present already negotiated offers to us with his own recommendation. This made the decision easy.

(over)

□ Would you consider writing a letter of recommendation for Team JIM BIM describing our quality of service to future clients and customers? No (Yes)

□ If yes, a personal hand written letter would be greatly appreciated. Thank you

□ Could JIM BIM use your name as a positive reference? No (Yes)

□ If a potential client wanted to speak to a past client of JIM BIM's could JIM BIM give the potential client your name and phone number e-mail No (Yes)