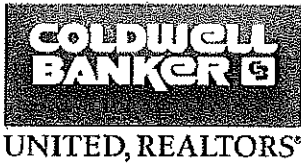


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BY: SW

COLDWELL BANKER UNITED, REALTORS®  
4475 BAYOU BOULEVARD  
PENSACOLA, FL 32503  
BUS. 850.429.8400  
www.cbunited.com

Congratulations on your recent property purchase of 5479 Shamrock St.! We here at Coldwell Banker United, REALTORS® know how important it is to make sure everything runs as smoothly as possible for you. You have become a valued customer to the Coldwell Banker United, REALTORS® team. As our valued customer, we hold your opinion in the highest regard. We are constantly striving to be the best at what we do and believe your satisfaction is our number one priority.

Please take a moment to tell us about your experience with Coldwell Banker United, REALTORS®. We sincerely thank you for becoming part of our customer team! We anxiously await your valued comment and feedback.

Best regards,

*Denis A. McKinnon*

Denis A. McKinnon, Jr.  
President & COO – Gulf States Division

ENTERED  
10.22.13

Great Job  
★

COLDWELL BANKER UNITED, REALTORS® - Customer Service Buyer Survey

The Name of Your CBUR Agent: Diane James

	Highest	5	4	3	2	1	Lowest
1. Service provided by your agent?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
2. Your agent's knowledge of the real estate business?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
3. Your agent's knowledge of the market place?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
4. Your agent's helpfulness in determining financial sources?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
5. Communication between you and your agent?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
6. Overall experience with Coldwell Banker United, REALTORS®?		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Did your agent show you the type of properties you expected to see?  YES  NO

Did the closing go smoothly?  YES  NO

Are you interested in a career in Real Estate? YES  NO

How did you learn of Coldwell Banker United, REALTORS®? referral from client, ten years previous.

Comments: (Please use reverse side if needed): Diane James is a superb agent, professional and thoughtful in every detail. I brag on her already at every opportunity and my recommendation of her couldn't be higher.

May the agent use your comments as a written testimonial?  YES  NO

Please provide us with your email address so we can stay in contact with you.

Address Correction Requested  
6147 B 9/30/2013  
James & Elizabeth Reynolds  
Pensacola, FL 32570