Tuesday, February 09, 1999

Tom & Debbie Conner
8598 Harvest Home Drive
Mentor, OH 44060

Dear Tom & Debbie:

Enclosed with this letter is our ***"Smythe, Cramer Service Standards For Buyers and Sellers of Real Estate"***. It's our pledge of service to you and outlines many of the things that we do in our effort to provide you with the very best in real estate service.

We at **The Crockett Team** are constantly striving to improve our service to you each and every day. Our goal is not to just provide "satisfactory service",but rather ***"legendary service"***. Since you are the ultimate judge of our service, we would appreciate any feedback or suggestions that you may have that could help us provide an even higher level of service. And remember, sometimes it's the little things that mean the most to people.

If you have any questions or suggestions, please give us a call. We appreciate your business and referrals.

Your Realtors,

The Crockett Team
The Leaders in Real Estate
Smythe, Cramer Company