

March 10, 2006

Dear Kim Collen-Ross,

We wanted to give you a little feedback about one of your agents regarding the purchase and sale of 2341 Chumash Road in Malibu.

Ani Dermenjian was our agent when we bought on Chumash, our first house, and then, seven years later, when we sold it. Each time was a first for us and we couldn't have chosen a better agent. First of all, we bought the house we wanted for the price we wanted and then sold it for the asking price, which is enough in itself to recommend her. She clearly knows her job. But it's the intangibles that make Ani a special find. As first-time buyers, we were a bit naïve and subsequently, rather nervous about the process. She walked us through it with great poise and insight. In hindsight, this could have been a complicated and difficult buy, but it progressed without incident. In the end, everyone was happy. The same was true when we sold the house. It was our first sale and the stakes were high. We had a major relocation planned with all sorts of crucial timing involved. She helped us set a good and fair price, marketed the house ferociously, drew in the exact right buyer within weeks of listing the house during a slow period in the market, and led us through the paces with great finesse. We've stayed in touch with the person we bought the house from and the person we sold it to largely because of the positive environment Ani helped to create throughout. That is what is different about Ani. Her business is not primarily about commissions, it's about people in relationship to their homes. There's probably nothing more important than home to most of us, and Ani never loses sight of that.

Sincerely,

Jon and Magdalene Brandeis