

*Robert Wolff and Wendy Oida
20425 Roca Chica Drive
Malibu, CA 90265*

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Office Manager
Coldwell Banker
Malibu, California

We wish to send you our sincere thanks for the dedicated and enthusiastic work of your sales representative, Ani Dermenjian. Words cannot express our appreciation for her willingness to complete the task of finding us the most wonderful home for our family, as well as completing the sale of Wendy's town home in Malibu Villas.

Ani was ready to serve us from the moment we made first contact and that attitude has not swayed for even a moment. Because she was willing to listen to our needs, we located our new home the first day we went hunting.

She helped us right through the closing and has continued to maintain a watchful eye over every detail, even a few of which are still being finished. All of this, despite the fact that our escrow closed almost a month ago.

On the sale of Wendy's property, we encountered a realtor who operated in an entirely unorthodox fashion. Ani was not dissuaded from doing everything possible to put together the best deal and bring things to a favorable close, right on schedule.

We must add that this was completed under very trying circumstances. She was working with a realtor who was very difficult to locate, and who made communication with our buyer extremely challenging. We were impressed with her ability to maintain her composure, even in the face of undue criticism.

This is a marvelous example of a true professional.

Please let Ani know how much we appreciate her character and her consistently pleasant approach to every circumstance.

Sincerely yours from a couple of happy homeowners,

Bob & Wendy
Bob Wolff and Wendy Oida