

Dear Prospective Seller,

This letter is written to express my wholehearted endorsement of Ms. JoAnn Roberts and her real estate expertise. My husband and I decided we wanted to sell our Pinecrest home and JoAnn's reputation preceded her in a positive way. I knew she had a top sales record, and had seen her aggressive and concise marketing in a variety of venues, including The Pinecrest Tribune.

I cannot say enough about the professionalism of Ms. Roberts and her knowledgeable and patient assistants. JoAnn told us what we needed to do to sell the house and fought an uphill battle since the house needed some repairs and was not in an ideal location - across the street from a high school. Despite our concern about being able to sell the house, Ms. Roberts assured us all along that she would indeed sell it. And within two months, she had!

Thanks to Ms. Roberts, we were able to quickly downsize when we wanted to.

If anyone has any questions about the capability of Ms. JoAnn Roberts to sell their house professionally and quickly, please feel free to call me at 305-446-3388, ext 116.

Sincerely,

Ms. Dru J. Murray

David S. Schwartz, M.D.
Nancy Schwartz
3230 Cypress Marsh Drive
Fort Myers, Florida 33905

JoAnn Roberts
12155 S. Dixie Highway
Pinecrest, FL 33156



Dear JoAnn:

We are grateful for the way you managed the recent sale of our home in Pinecrest. From the first time we met, your professionalism and expertise was apparent. The listing process was efficient, and your help in preparing the home for showing was appreciated.

Moving to a new home can be a difficult and stressful experience. Having your team manage the sale made it seem almost effortless. Every detail was handled with minimal input from us. You seemed to anticipate all of our concerns before we even voiced them.

Thank you for all your help, and we can recommend you without reservation to any future clients.

Sincerely,

Otto C. Fuentes
441 Valencia Avenue
Coral Gables, Florida 33134
(305) 476-5811

Mrs. JoAnn Roberts
Coldwell Banker Residential Real Estate, Inc.
12155 South Dixie Highway
Pinecrest, FL 33156

Dear JoAnn:

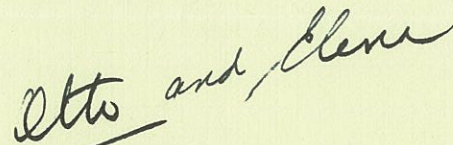
We are already beginning to feel at home in our new condo, although we are still in the midst of almost total chaos surrounded by a large number of boxes and items waiting to be placed in their right place.

However, Elena and I do not want to wait any longer before telling you how pleased we are with the very short time that it took you to find a buyer for our house in Pinecrest, and the very professional and efficient manner in which you handled what could be the complicated issue of the sales contract and closing.

You can be sure that whenever there is an opportunity, we will not hesitate to recommend you as our "Realtor of Choice".

We wish you continued success, and remain,

Very truly yours,


Otto C. Fuentes



Dear Joanne,

Larry and I were very impressed with your marketing presentation when you came to give us your initial analysis of our home. Consequently, we did list with you and "Voila", what success!

You got us a very good contract within three weeks, with a very good leaseback agreement. We certainly thank you!

And now we are off to Orlando and to start the next chapter of our lives.

Sincerely,

Linda Heintz

THANKS JOANN FOR YOUR HARD WORK
IN SELLING OUR PROPERTY.

NOT ONLY DID YOU BRING US SEVERAL
GOOD BUYERS, THE VALUE OF OUR WHOLE
NEIGHBORHOOD INCREASED WITH THIS SALE.
YOUR COURTESY AND PROFESSIONALISM
WAS VERY MUCH APPRECIATED.

Karen & Rick Kella

Dear JoAnn,

Roberto and I would just like to express our thanks to you and the other members of your team who had a hand in helping to sell our Pinecrest home.


We were particularly impressed with the number of potential buyers you were able to arrange to view the property in that short period.

Whilst we are sad to be leaving our home and Miami we know that selling the house is the best course of action and you have made that a smooth transaction for us.

We would like to express our gratitude to you and your great team for the wonderful job you have done and all the help you have provided us over the past 2/3 months.

Once again thank you for all your hard work and we wish you and your team every success in the future.

Kind Regards


Tracy and Roberto Salmeron

Mr. and Mrs. L. Jules Arkin

JoAnn Roberts

Dear JoAnn,

We wish to congratulate you on the excellent job you did in finding a buyer for our Swan Lake town home.

You insured that the property was in pristine condition for viewing. Your photographs and Internet virtual tour gave buyers a fine idea of what they would see when they visited the property.

We thought that your advertising reached all segments of buyers who would be interested in our property. You did not hesitate to invest the money to accomplish the task.

Most importantly, you were resolute in holding to the price at what we and you thought was the true value of the property even after hurricanes Katrina and Wilma. Too many brokers are quick to recommend a reduction in the listing price when they do not find an early buyer.

Again, thank you for accomplishing our goal.

Sincerely,
SHIRLEY and JULES

Coldwell Banker

600 Augusta Circle,
St. Augustine Fl.,

Re: Manager

Dear Sir or Madam:

Let me take this opportunity to thank you for the manner in which the sale of my property was handled by your agent Joann Roberts.

Her patience was taxed to the extreme on many occasions and I must say she came through with flying colors.

Her friendly demeanor made for what I feel will be a lasting relationship.

Thanks for a remarkable experience.

Sincerely,

Elisabeth

Elisabeth Strissel

Coldwell Banker Real Estate
12155 So Dixie Highway
Miami, Florida 33156

Re JoAnn Roberts, Realtor

To Whom it May Concern:

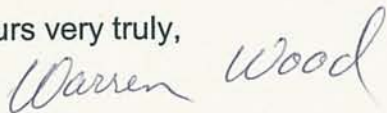
I wish to tell you how happy I am with the great service I received from your agent, JoAnn Roberts, in the sale of my 5 acres in the Redlands. I know a lot of realtors and am so happy I chose JoAnn to represent me.

I had many problems that needed to be solved before I could sell my property and close and I'm happy to say JoAnn met each challenge and never gave up until every problem standing in the way was solved. We closed yesterday.

JoAnn's amazing marketing and contacts was very intense and attracted several great offers but one perfect buyer for my special property... and my sale set a new higher value per acre for the entire area. I couldn't be happier with the financial results and the perfect buyer JoAnn secured for my property.

I would strongly urge anyone thinking about selling their Redlands property to contact JoAnn. She is by far the best. I will refer her to all my friends and neighbors.

Yours very truly,

A handwritten signature in cursive script that reads "Warren Wood". The signature is written in dark ink and is positioned to the right of the typed name.

Warren Wood

MACONTEC L.L.C.

Maldonado Construction &
Technology

Señores
COLWELL BANKER
Sra. JOANN ROBERTS

Estimada Joann:

Por medio de la presente, deseamos expresarle nuestro mas sincero reconocimiento por el profesionalismo, no solamente personal sino de todo su equipo de trabajo.

Es realmente un placer el comprobar una vez más, que nuestra decisión de trabajar con Ud. como nuestra agente y representante en la venta de nuestras propiedades ha sido la más acertada.

Como constructores e inversionistas siempre hemos creído en el trabajo de equipo para lograr los mejores resultados en cada gestión, y es importante destacar que a pesar de que conocemos plenamente el mercado inmobiliario en el sur de la Florida, especialmente el de la ciudad de Pinecrest, uno debe rodearse, de especialistas en la materia de ventas en vez de tratar de hacerlo todo . Como dice el conocido refrán : "zapatero a tus zapatos" .

En tiempos difíciles para la venta de propiedades, con un mercado definitivamente de compradores, Ud no solamente consigue los clientes, sino que trabaja las ofertas, e incluso más importante, escucha la opinión del dueño de la propiedad y aun cuando respetuosamente pueda disentir de ellos persite en presentar toda la información que permita tomar decisiones apropiadas que conduzcan a obtener el mejor beneficio para el vendedor.

MACONTEC L.L.C.

Maldonado Construction &
Technology

Han trabajado Ud y su equipo, con gran eficacia y sin descanso, reconocemos la inversión hecha por Ud en la campaña publicitaria, como un elemento que hace gran diferencia en la promoción de la venta en comparación con otros agentes.

Nos despedimos, diciéndole que esperamos prontamente continuar trabajando con Ud. Angélica y Jessica. No olvide por favor el tenernos en cuenta para cualquier negocio, que sea una oportunidad que nos permita trabajar de nuevo.

Es muy bueno contar con un equipo de personas, que no solamente realicen su trabajo con gran altura, dedicación y profesionalismo, sino que igualmente tengan esa calidez, buena energía, y sensibilidad que las caracteriza a Uds.

De nuevo en mi nombre y el de toda mi familia muchas gracias.

Un abrazo,

Atentamente,

MACONTEC L.L.C.

A handwritten signature in black ink, appearing to read 'Hernando J. Maldonado M.', written over a horizontal line.

HERNANDO J. MALDONADO M.

Joanna Sherman, Broker
Coldwell Banker
Residential Real Estate
12155 South Dixie Highway
Miami, Florida 33156

Dear Joanna,

Dr. Stewart and I have had the distinct pleasure of meeting, working with, and ultimately becoming close friends with JoAnn Roberts. JoAnn, as you are keenly aware, has more than extended herself on our behalf and we are very grateful to her. JoAnn's availability to us has been equaled by her high work ethic and integrity.

There are two real estate transactions JoAnn has conducted for us. The first one is in reference to a lovely home she listed. After assisting us in purchasing this home, issues arose which negated the desirability of living in the home. JoAnn sought diligently to find another buyer in order to meet our need not to purchase the home. She arranged for a full return of our deposit without animosity from the owner.. Realizing the rarity of a real estate agent doing this, we were very impressed and more than thankful for her desire to help us.

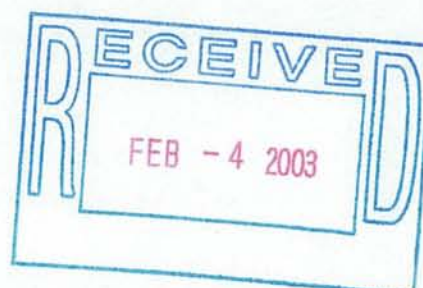
Subsequently, she identified a lovely acre of land filled with beautiful trees for us to see. Because of JoAnn's careful diligence, we were able to purchase this property without any difficulties. Being new to the Miami area, we were comforted knowing JoAnn's expertise was at our disposal. She handled all details of this purchase in the most organized and professional manner.

With both of these transactions, JoAnn exceeded our expectations and secured our total confidence in her. We appreciate her ability to care about us in even the most practical ways.

You must be delighted to have JoAnn on your team. I know we love having her on ours.

Sincerely yours,

Dr. & Mrs. Andrew J. Stewart
Dr. and Mrs. Andrew J. Stewart
Pinecrest, Florida



Hi Joan

We just wanted to let you know that we appreciate the way you handled the sale of our house. From the time we met you, Connie and I felt confident that we were dealing with a professional.

Our house was sold within a month's time, which was very important to us due to our situation. At the time, my wife was in the hospital and you were so compassionate that you even sent her flowers, which I thought was a very kind gesture. Also the use of the company's truck came in very handy. I felt as though, you went beyond the call of duty and once again, I thank you very much.

Sincerely Yours
Peter & Connie Williams