

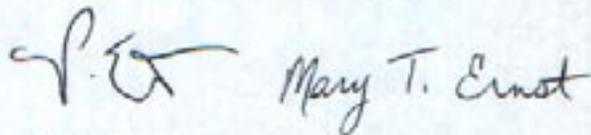
June 1, 2003

To potential clients of Ira and Carol Serkes:

In the Spring of 2003, Ira and Carol Serkes provided us with excellent professional real estate services to facilitate the sale of our Albany home and the purchase of a larger home in Berkeley. We have five children and had outgrown our two-bedroom Albany home. When we happened upon a larger home for sale that we thought would meet our needs, we had no idea of how to proceed. We were without real estate representation and found the task of buying a desirable home daunting in such a competitive seller's market. Ira and Carol offered to represent us and guided us skillfully in making a successful winning bid over two other offers and negotiating several counter-offers. Later in the process, Carol and Ira were ready with the names and phone numbers of quality professionals when we needed loan brokers, property inspectors, and contractors. Ira and Carol's thorough knowledge of city ordinances and state real estate laws provided us with sound counsel throughout the process. Even Ira's engineering background became an asset to us when we needed a plan for strengthening part of our new house while creating more usable interior space. Carol and Ira's work was speedy and effective. We could not have been successful as buyers in this market without their services.

Suddenly owners of two homes and responsible for two mortgages, we needed to sell our Albany home quickly and for the best price that the market would provide. Once again, Ira and Carol led us through the process with creativity and expertise. They produced a beautiful flyer with full-color digital images of our property. They put up a gorgeous web page with photos, disclosure documents, and a glowing description of our home. They had our property listed as the premier featured home in both the Albany and the Berkeley areas of Realtor.com, the world's largest database of homes for sale. In a flash, our home was on the Internet, prominently displayed with a professional's touch. Carol and Ira had great suggestions for staging our home for sale. It was a challenge for us to prepare for the open house weekend, given that our family of seven was still living in the house. With Carol and Ira's help, however, we were ready for the open house date with our home looking beautiful. At first, we were concerned by the low offering price that Ira and Carol suggested we use for putting our house up for sale. Ira explained how this price would generate a lot of interest, bring in multiple offers, and lead to a quick sale. His experience and analysis work led him to know that more offers means a higher price in a competitive seller's market. He encouraged us to trust his knowledge and experience, and to take a "leap of faith" with him that his strategy would help us sell our home quickly and for top dollar. We were so happy when we received five offers after only one week on the market, with the best offer nearly 21% over our asking price! If we ever again need to buy or sell a house, we hope to be lucky enough to work with Carol and Ira Serkes, and we heartily recommend their services for your real estate needs.

With sincere gratitude to Ira and Carol,



Michael and Mary Ernst  
Berkeley, California