



Marie & Terry Schroeder

3007 Frank Street
Maplewood, MN 55109
651-765-8845
terry8845@msn.com

October 6, 2002

James B. Foster

Chase 'N Rainbows Real Estate, Inc.
P.O. Box 10398
Lahaina, HI 96761

Aloha Jim:

The purpose of this letter is to express our appreciation and to say Mahalo for your assistance of the purchase of our Sands of Kahana condominium.

Your professionalism and dedication to getting the job done correctly really helped get us through the long and arduous process. Some of the items that come to mind that truly make you professional are:

- **Patience and Constancy of Purpose** - I don't know if you remember, but we actually started our purchase process with you back in February of 2001. We had contacted you for information on recent listings while we were on vacation. You delivered the information to the front desk no questions asked and no pressure. We seriously have been trying to purchase a condo since we had an offer in escrow in February 1995.
- **Attention to detail** - You figured out that we were analytical-type buyers and provided us with useful information that helped make our decisions a lot easier.
- **Use of technology** - Staying in touch via email and use of the your web site to check on new listings. The digital photos that you took and provided to us really helped make the process better.
- **Professional perseverance** - We especially appreciated your diligence, patience and persistence in dealing with the hard to reach and/or communicate with seller and seller's agent(s).

Mahalo Nui Loa for your support and help!! We will recommend you to others needing real estate assistance on Maui. Of course, you may call upon us for a reference anytime.

Respectfully submitted,

Marie and Terry Schroeder
Proud owners of 345