

Anne Botello
1002 Strayer Drive
San Jose, CA 95129

May 20, 2002

Nina Yamaguchi: Broker and Manager
Coldwell Banker
10105 S. De Anza Blvd.,
Cupertino, CA 95014

Dear Nina,

The sale of my house came during the Silicon Valley economic recession and the decided downturn of the local real estate market. My realtor, Wister Chu, understood that the unpromising economic atmosphere demanded more than the usual "comparable search" and so we set about dissecting the psychology of buying and selling in such depressed markets, need trends of buyers in my locale, my own boundaries, and investment in general. Throughout this information gathering process, I became ever more appreciative of Wister's perceptions, insights, and thirst for knowledge.

Then came the events of September 11 and their meaning which continues to rock our lives.

Nevertheless, it wasn't so difficult to remain optimistic about the sale of my home because optimism is also a significant element of Wister's basic nature. So, I followed Wister's educated suggestion for making a few inexpensive yet crucial changes in my home. During the work phase, Wister made consistent progress checks and we continued to share information revolving around investment trends. From these conversations we developed our "Win/Win" (for the buyer and the seller) motto and established some specific markers we believed should trigger the timing of putting the house on the market.

"The" phone call came on a Friday, "It's time", said Wister. We put the house on the market on Monday and sold it the following Monday.

Wister makes bad economies go away.

It should be no wonder that Wister has earned the eternal respect of his clients. His genuine concern for his client leads him to meticulous preparation for the entire process of the house sale through the final transfer of title.

My only recommendation is that Wister's clients do their homework and remain as principled as he is. Then they, too, will have the opportunity to sit with Wister at a 14 bid

war over their house! Perhaps they will appear calm as they share the rarified atmosphere Wister brings to the table. Surely, they will find themselves exceedingly grateful that most of the “representatives” on the other side of the table are not their realtor and finally, they will breathe a sigh of relief when the best prepared meets the best prepared because that is when they will experience their house being sold for **OVER THE TOP CASH DOLLARS** to delighted buyers.

Please know that I enthusiastically recommended Wister to my friends who were moving out of the states. Wister did his usual flawless homework, won their trust, and sold their home for \$20,000 more than the several lowballing, postcard bragging self-annointed “specialist’s” suggested asking prices.

Always optimistic for Wister’s clients and
Eternally grateful for and to Wister

Sincerely,

A handwritten signature in cursive script, appearing to read "Anne Botello".

Anne Botello

Nina Yamaguchi, Managing Broker
c/o: Coldwell Banker
10105 S. De Anza Blvd.,
Cupertino, CA 95014

Dear Nina,

First of all I would like to take this opportunity to thank Wister Chu, for his time , efforts and patience in helping me sell a house in Sunnyvale and buy another house in Los Gatos. He has sold my Town house in just one open house, which is very difficult in this downturn of housing market. At the same time he was persistent on helping me buy a beautiful single family house in Los Gatos.

I sincerely appreciate for all the time spent in reviewing, understanding our needs and recommending strategies to achieve our goals i.e. to sell and buy a house. He has an amazing ability to understand and get the details out and explain it so easily. I appreciate his patience in working with us. He would call me daily and consistently follow up with brokers and seller's Realtor.

Wister's professional approach ensures me to have no hesitation at all in recommending him or using Wister's expertise in Real Estate again.

I will definitely recommend him to my friends around in Bay area. I am sure he is really an asset for your Real Estate office.

Sincerely,



Neelesh Gadhia
16791 Chirco Court
Los Gatos, CA

May 29, 2007

Dear Ms. Nina Yamaguchi:

Last month, Mr. Wister Chu sold our home at 169 Campbell Drive in Mountain View in record time and for well above the fair asking price. While his proven track record is well documented, we were even more impressed after working with him in person. In brief, he is an agent that consistently delivers solid results, unsurpassed customer service, and an image of **integrity** for Coldwell Banker.

In our first meeting with Wister last Fall, he was the only agent who provided not only a CMA, but also a detailed numerical breakdown of the seller proceeds, and a fair representation of the marketing materials and staging. Furthermore, he took the **initiative** to contact us with valuable insight on changes to inventory and pricing in the Whisman Station market over the following months.

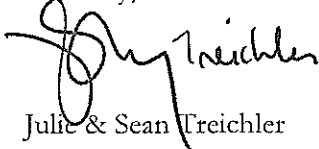
The **marketing** of the home and the identification of potential buyers actually began weeks before the home was officially listed on the MLS. Every effective tool was utilized including a direct-mail campaign, Zillow, CraigsList, and Coldwell Banker's own website. The photography was compelling in all cases and the written material was bulletproof.

Having created an ideal multiple-offer environment for **negotiation**, Wister smoothly sold the home for 3% over the asking price. Wister was not only armed with pricing data from the multiple purchase offers for his other recent sales in the neighborhood, but he also appeared to have a good understanding of each buyer's ability to move upward in pricing. When he suggested asking for "a little bit more money", he came back with an extra \$10k.

Wister may not live in Whisman Station but he knows its history, the real estate agents operating in the area, and he is greeted by the people living within the neighborhood. Over time, it becomes difficult to think of him as just an agent since he does so much more to **educate** and address the concerns of his clients.

In retrospect, we've concluded that not all agents are equal. The success of Wister's hard work and genius makes it difficult for us to believe that we are currently in a flat to down market. It is truly our pleasure to recommend him to all our friends and family.

Sincerely,



Julie & Sean Treichler

April 2, 2007

Dear Ms. Yamaguchi,

As a homeowner at Whisman Station, I want to let you know what an outstanding and exceptional employee you have in Wister Chu. Due largely to his shrewd negotiation skills, in depth knowledge of the area and attention to detail, Mr. Chu was able to sell my property in just one weekend for \$45,000 (7%) over the asking price in this "depressed" real estate market. By knowing and delicately pressing the right buttons, Mr. Chu extracts the maximum offer from prospective buyers. For instance, on the day and time offers were being accepted, Mr. Chu wanted us to be at his office because he felt this would influence buying agents to increase their offer for fear of being outbid. Sure enough, upon seeing us talking, a buying agent who had come to deliver her offer stayed outside to call her client and changed her final offer before giving it to us. I believe that his simple move increased it by at least \$10,000.

Although in hindsight, contracting with Mr. Chu to sell my property was one of the best real estate decisions I've ever made, it was not so easy before the fact. My last experience in the real estate market as a seller was not a good one and my aunt, who was also a licensed real estate agent, was expecting us to list our property with her. However, in the end, it was Mr. Chu's persistent patience, professionalism and confidence that won us over. In fact, he should be confident, because in my two plus years living at Whisman Station, I've never seen a property listed by Wister Chu stay on the market for over two weeks.

If all agents were as dedicated and proficient as Mr. Chu, the real estate service sector would be a model of efficiency.

Regards,

A handwritten signature in black ink, appearing to read "Phong Trinh". The signature is written in a cursive, flowing style with a large initial "P" and "T".

Phong Trinh

Dear Nina,

I would like to take this opportunity to thank your agency and Wister for what he has done to help us sell our townhouse at 1159B La Rochelle Terrace in Sunnyvale.

It is me and my wife Grace's desire to provide our children with a good education, so we recently purchased a home at Palo Alto. We decided to buy a house before selling our townhouse because my wife has just given birth to our second child two months prior and we thought it would be very stressful for the family to move to an intermediate rental. And, had we under-estimated the amount of stress on us trying to sell our property while carrying three mortgages. On top of the previous mortgage, we have a mortgage for our new house and a bridge loan we used for the down payment. We were under a lot pressure to sell in a short time to pay off the two latter mortgages. The market condition was turning unfavorable, besides our unit there were two others in the complex that were on the market. That was the most listings the complex had ever had at any one time. Plus, our unit did not have a back patio like most other units have and did not have nearly as many upgrades as other units had. But Wister has helped us position our property well and set a reasonable price for it. He arranged a top-notch cleaning crew to make our townhouse look new and a staging company that made it like a dream home for the prospective buyers. The whole process of preparing the property was managed by Wister, me and my wife did not have to lift one finger. He was so on top things the whole time he even worked with the staging company to make sure every bathroom has towels placed on the towel rack. It was the kind of attention of details that made the difference. That was what made our townhouse stand out. In less than one week on the market, our townhouse was under contract with multiple offers at above the asking price. Wister had demonstrated professionalism and integrity in taking, presenting and accepting offers.

I would like to congratulate your firm for having such a fine agent working for your clients. We certainly consider ourselves lucky to have chosen Wister to represent us. In the future, I would highly recommend Wister and your firm to our friends and family. Needless to say I would definitely use Wister as my agent the next time we buy or sell our house.

We just want to thank your firm and Wister again for making our selling process so stress free and easy. We wholeheartedly attribute our success to having Wister as our agent.

Sincerely yours,

A handwritten signature in cursive script that reads "Gary Grace Claire & Connor". The signature is written in black ink and is positioned above the typed name.

Gary, Grace, Claire and Connor Lai

November 29, 2005

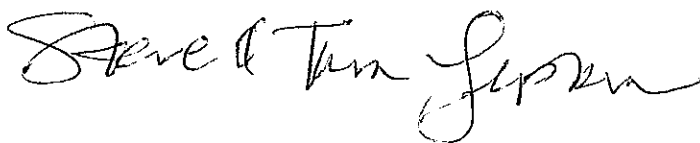
Dear Wister,

We would like thank you for all of your hard work and support during the sale of 545 E. McKinley in Sunnyvale. We think your knowledge of the market and your great personality were the main contributors to the quicker than expected sale of our town home. Not to mention the sale price you got us was way more than we had hoped for! Throughout the entire process your communication and follow up skills made the transaction very smooth and stress free.

And we really appreciate of the extra help you gave us. You had great tips for staging our place and you helped us with various odds and ends that really added to the pleasant experience.

Again, thank you for all of your help and support!

Sincerely,

A handwritten signature in cursive script that reads "Steve & Tara Lepken". The signature is written in black ink and is positioned above the printed name.

Steve & Tara Lepken

Coldwell Banker
10105 S. De Anza Blvd.
Cupertino, CA 95014

October 04, 2005

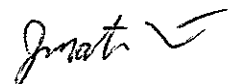
To Whom It May Concern:

Wister definitely went above and beyond the call of duty. I was choosing between him and another broker I had worked with before.

I knew Wister knew the area well, but after he came in with his presentation, I felt that he was a very dependable individual. Since I had to leave the country before the sale was to complete, I needed someone I could count on and Wister definitely delivered. Wister definitely gave me peace of mind which made the entire process as painless as possible.

Wister's advice also was usually spot-on so I could count listen to his recommendations without having to second guess. The final sale price reflected Wister's service and good judgment on many counts so I applaud him for not only making the process a pleasant one, but also for a positive end result.

Wister is definitely worth more.



Jonathan Lin
1164F La Rochelle Terrace
Sunnyvale, CA 94089

July 28, 2005

Wister Chu
Coldwell Banker
10105 S. DeAnza Blvd
Cupertino, CA 95014

Dear Wister,

It was a pleasure having you as our realtor. Your professionalism and experience really made the difference in both our buy and sell transactions. We appreciate your responsiveness and attention to detail. But most of all, we thank you for always putting our best interest first.

Your effort has resulted in a record high selling price for our house, and a great purchase for our new home. We will certainly refer our friends to your service.

Best wishes,

Ray & Judy Lee
10510 Cypress Drive
Cupertino, CA 95014

Mark and Pamela Bennett
509G Porpoise Bay Terrace
Sunnyvale, CA 94089

February 15, 2005

Ms. Nina Yamaguchi
Coldwell Banker Residential Brokerage
10105 S. De Anza Blvd
Cupertino, CA 95014

Ms. Yamaguchi:

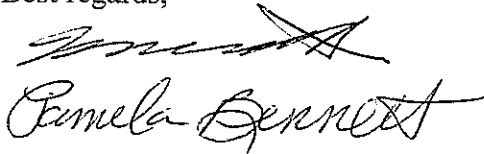
We would like to let you know how extremely pleased we are with Wister Chu's exceptional handling of the sale of our home. His professional, courteous, knowledgeable, and friendly manner put us at ease immediately when we first began discussing the possibility of selling our home.

We described the circumstances and what our needs were to Wister and he listened carefully and crafted a strategy to help us achieve our goals. He laid out a plan and kept us informed of our options at each step. He also advised us on what we needed to do to maximize the value of our home. During the time our home was on the market and was being viewed, Wister updated us frequently and he promptly returned our calls.

When we reached the negotiation stage, Wister did an excellent job at securing the terms we needed and ensuring that our interests were met. Once our home was sold, Wister was terrific at helping us through the escrow process.

In summary, Wister was superb from start to finish, and we would look forward to working with him again in the future.

Best regards,

A handwritten signature in cursive script, appearing to read "Pamela Bennett". The signature is written in black ink and is positioned above the typed name.

Mark and Pamela Bennett

Coldwell Banker - Cupertino
10105 S. DeAnza Blvd.
Cupertino, CA 95014

February 15, 2005

To Whom It May Concern:

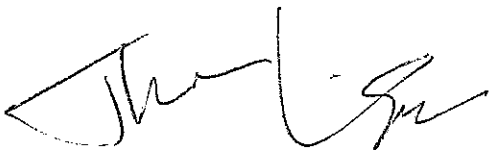
This letter of appreciation comes from very satisfied clients to recognize the exceptional service and efforts of Wister Chu of Coldwell Banker in managing the sale of our home at 1164-B La Rochelle Terrace in Traditions.

We were extremely please with his professional, marketing, service and attention to our needs. We had to move in a very short amount of time and Wister was very responsive to our time constraints. In addition to that, Wister was able to market our house in such a way that we received multiple bids above asking price. Our final selling price was \$32,000 more than we had hoped for.

Finally, the closing needed to be completed out of State, to accommodate our need which was handled without any problems. We are very pleased with the services provided by Wister and advised our friends and family of the same.

Wister has exceeded our expectations, and we thank him for proving that my decision to hire him was a wise one. We highly recommend Wister Chu as a Realtor to anyone.

Sincerely,

A handwritten signature in black ink, appearing to read "John and Lisa Settle". The signature is stylized and cursive.

John and Lisa Settle
1164-B La Rochelle Terrace
Sunnyvale, CA 94089

July 14, 2004

Wister Chu
Coldwell Banker
10105 S. De Anza Blvd
Cupertino, CA 95014

Re: 161 Irene Court
Mountain View, CA 94043

Dear Mr. Wister,

I would like to tell you how much I appreciate the way you conducted the sale of our home. You sold our house in less than a week. Your advertisements were very complete and descriptive of our property. The pictures of the home were excellent and you conducted the sale in a very professional manner. I also appreciate the extra effort you put in by lending us your nice china set. I would gladly recommend you to anyone who needs to sell the property.

May success and happiness follow you all through life.

Thanks again.

Sincerely,


Chris Amos & Theresa Hickman

163 Jasmine Ct.
Mountain View, CA 94043
April 11, 2004

Wister Chu
International President's Elite
Coldwell Banker, Residential Brokerage
10105 S. De Anza Blvd.
Cupertino, CA 95014

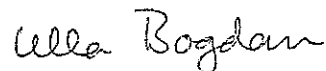
Dear Wister,

Thank you so very much for doing such an outstanding job in selling our house. You helped us getting the house ready, giving us excellent advice on how to prepare everything and bringing in your own materials, so that the house really looked lovely. You had the house well advertised. We actually had agents with clients swarming in! We were surprised that you sold the house in one weekend with multiple offers and way *way* over asking price. You kept us well informed throughout the process, with every request promptly followed up and every phone call promptly returned. We couldn't have asked for more.

I am recommending you to all of our friends and neighbors.

Thank you again and best wishes.

Sincerely



Ulla Bogdan

Stein & Emily Soelberg
510C Porpoise Bay Terrace
Sunnyvale, CA 94089

January 21, 2003

Ms. Nina Yamaguchi
Coldwell Banker Residential Brokerage
10105 S. De Anza Blvd
Cupertino, CA 95014

Dear Ms. Yamaguchi,

We are writing to you to express our gratitude for the outstanding work of one of your top realtors, Mr. Wister Chu.

Wister did a fabulous job on preparing us, advising us and getting our townhouse sold for top dollar. Wister did an outstanding job marketing the property and generating a high level of interest in the property before it even hit the market. Wister took the time to walk us through the comparables on the market, recent market history in our complex and advised us on how to price our house in order to make it most attractive to the largest audience possible.

The result was an amazing 5 day turnaround between when the home was listed on the multiple listing service to when we received offers. There were 4 offers, 3 of which exceeded the asking price. To me, this shows how in tune Wister is with the housing market and that his strategy to price the house at attractive levels to generate a high level of interest paid off.

To complicate matters, my wife, who is co-owner of the property, had already moved to Atlanta. Wister helped us get all the paperwork in place to get a power of attorney for me on the document signing. This all worked out perfectly.

I wanted to thank you and to thank Wister again for his professionalism, his attention to detail and his savvy approach to what was supposed to be a down market. Please make sure he is recognized for his truly heroic efforts.

Best regards,



Stein & Emily Soelberg

Ms. Nina Yamaguchi,
Coldwell Banker
20100 Stevens Creek Blvd.,
Cupertino, CA 95014

March 17, 2001

Dear Nina,

I am writing to you to express my gratitude of having Wister Chu of your staff to be my agent in my recent purchase of a property in the Cupertino area.

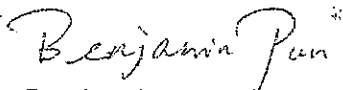
I have known Wister for a few years as a top notch agent because he was very successful in selling a number of houses in my previous neighborhood in Sunnyvale. However, I had one concern about using his service when I planned to purchase a house. The concern was a successful selling agent may not necessary be a successful buying agent because I think the skill sets and temperament required in each area is slightly different. Yet because of his excellent record in selling houses, I decided to use his service.

After using Wister's service for a few days, I began to realize the usefulness of his service. Wister's website allows me to quickly search for the properties of my desire and his prompt response to my requests is what I want from a real estate professional.

As you know, we later ran into some complications in the transaction because the seller had problems vacating the house on time. It is through handling this crisis that I further learnt to appreciate Wister's exceptional qualities as an agent. Wister, instead of bailing out at tough times, took responsibility immediately and resolved the problem in a timely manner before the situation became a major crisis.

As a professional in the Silicon Valley, I expect my agent to give me first-rate, professional service. Wister, has no doubt done an outstanding job and I will have no hesitation of recommending Wister to all of my friends for their realty needs.

Sincerely,



Benjamin Pun
1160 La Rochelle Terrace #A
Sunnyvale, CA 94089
Tel: 408-258-9930

David and Elizabeth Schumann
1598 Quail Ave.
Sunnyvale, CA 94087

February 15, 2001

Nina Yamaguchi, Manager
Coldwell Banker Residential Brokerage
19103 S. DeAnza Blvd.
Cupertino, CA 95014

Dear Ms. Yamaguchi,

As we complete the sale of our house today, we would like to take this opportunity to let you know that we have found Wister Chu of your office to be a superior seller's agent.

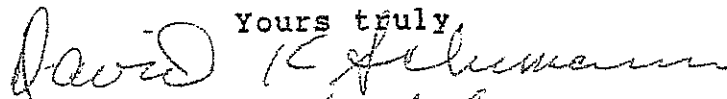

We first met Wister when he came to make a market presentation. We had already interviewed several agents including one from your office. Wister's market analysis was head and shoulders above the others. We decided to engage Wister as our sales agent.

Using Wister's market analysis, we set an asking price slightly above recent Birdland sales of our type floor plan. Our lot is a corner lot with two large shade trees and a pool. The trees and pool can be considered either as positive price factors or negative, depending on the buyer.

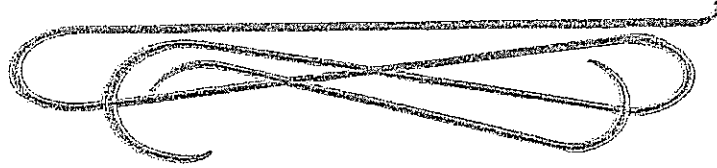
Wister stuck by our price even when fellow sales agents told him it was too high. When we sold the house at our asking price, one agent even said that the buyers had "paid too much," indicating a lack of understanding of the role of a seller's agent in discovering the proper market price. If Wister had been acting as a buyer's agent, he may have advised his client to bid less, but he was our agent and he is indeed a superior seller's agent. He has enthusiastically done the grunt work necessary after the sale to eliminate the various contingencies and complete the necessary work on the house.

You can be proud of Wister Chu.

Yours truly,

David and Elizabeth Schumann



109 Estrada Drive
Mountain View, CA 94043

April 4, 2000

Wister Chu
Coldwell Banker
10105 S. DeAnza Blvd.
Cupertino, CA 95014

Dear Wister,

My husband and I are thankful we had the foresight to select *you* to act as the realtor to sell our home! We both have busy work schedules with home offices. The process of selling our home went so smoothly that it never affected our work.

As per our request, you didn't even list the home, yet you were able to sell it within 24 hours after a single, 4-hour open house. On top of that, you were able to sell it for more than we were asking.

You arrived on time for every appointment. You graciously accommodated all our requests. It was an absolute pleasure to work with a professional of your caliber.

Cordially,

Dr. Deborah Winters



CLIENT SATISFACTION QUESTIONNAIRE

- How satisfied were you with your Sales Associate's understanding of your needs?
 Exceptionally Satisfied Very Satisfied Satisfied Dissatisfied Very Dissatisfied
- What was your satisfaction with the assistance provided by your Sales Associate in negotiating the price and terms of your sale?
 Exceptionally Satisfied Very Satisfied Satisfied Dissatisfied Very Dissatisfied
- How satisfied were you with your Sales Associate's follow-up and attention to details from contract through closing?
 Exceptionally Satisfied Very Satisfied Satisfied Dissatisfied Very Dissatisfied
- What is the single most important reason you selected your Sales Associate to assist you with your real estate needs?
 Company Reputation Referred by Friend Open House Advertising
 Satisfied Past Client Employer/Company Referral Knew Sales Associate Other:
- What could your Sales Associate have done to make your sale more enjoyable/less inconvenient for you? Would you employ your Sales Associate in the future?
 Yes No
- Would you recommend your Sales Associate's services to a friend or family member?
 Yes No
- How would you evaluate our overall performance?
 Exceptionally Satisfied Very Satisfied Satisfied Dissatisfied Very Dissatisfied

****Please provide a brief testimonial:** Wister has done an excellent job closing this deal, and I'm very impressed by how professional he is, how well he knows the market and the area. We are happy and lucky to have him assisting us!

Property Address: *162 Cottonwood Court, Mountain View, 94043*
 Sales Associate: *Wister Chu of Coldwell Banker*

Client's Signature 
Haiping Zhao & Helen Liang

Date: 6/27/06



Client Satisfaction Questionnaire

- How satisfied were you with your Sales Associate's understanding of your needs?
 Exceptionally Satisfied Very Satisfied Satisfied Dissatisfied Very Dissatisfied
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- What is the single most important reason you selected your Sales Associate to assist you with your real estate needs?
 Company Reputation Satisfied Past Client
 Referred by Friend Employer/Company Referral
 Open House Knew Sales Associate *Wister is very*
 Advertising Other: *knowledgeable of the Sunnyvale*
townhouse market.
- What could your Sales Associate have done to make your sale more enjoyable/less inconvenient for you? _____
- Would you employ your Sales Associate in the future? Yes No
- Would you recommend your Sales Associate's services to a friend or family member? Yes No *Absolutely*
- How would you evaluate our overall performance?
 Exceptionally Satisfied Very Satisfied Satisfied Dissatisfied Very Dissatisfied

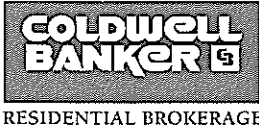
****Please** provide a brief testimonial: *Wister is great from the beginning; help us to get the house ready for sale; provide us great advices how to sell our house fast & for the max price; and negotiated & followed up with potential buyers; and many more? He has made the sale very stress free. & our house was sold within few days in the market, even though the market was not red hot. Thank you Wister for his great work!*

Property Address: **1159-E La Rochelle Terrace, Sunnyvale**

Sales Associate: **Wister Chu of Coldwell Banker**

Client's Signatures _____
Jennie Chan

Date: 7/1/05



CLIENT SATISFACTION QUESTIONNAIRE

- How satisfied were you with your Sales Associate's understanding of your needs?
 Exceptionally Satisfied Very Satisfied Satisfied Dissatisfied Very Dissatisfied
- What was your satisfaction with the assistance provided by your Sales Associate in negotiating the price and terms of your sale?
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 Yes No
- How would you evaluate our overall performance?
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Property Address: **162 Cottonwood Court, Mountain View, 94043**

Sales Associate: **Wister Chu of Coldwell Banker**

Client's Signature 
 Haiping Zhao & Helen Liang

Date: 6/27/06

