

**MaryAnn Hoffman**

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**From:** MaryAnn Hoffman  
**Sent:** Sunday, July 26, 2009 6:45 PM  
**To:** Andrew Dougill (E-mail); Charlene Padgett (E-mail); MaryAnn Hoffman (E-mail); Richard Padgett  
**Subject:** FW: [REDACTED], Tampa, FL 33604

-----Original Message-----

**From:** Angela [REDACTED] [mailto:[REDACTED]]  
**Sent:** Sunday, July 26, 2009 2:36 PM  
**To:** MaryAnn Hoffman  
**Subject:** [REDACTED] Ave., Tampa, FL 33604

MaryAnn -

Thank you so much for contacting me today! Both Dan and I are VERY happy with our tenants and your services. Since the house at [REDACTED] has been in your hands, we haven't had a single worry - and that says a lot. I wanted to make sure you knew how much we appreciate you.

As we discussed, here is my new permanent address:

Angela [REDACTED]  
[REDACTED]  
[REDACTED]  
Tampa, FL 33613

All the best,  
Angela

Andrew Dougill  
Hoffman Realty, LLC  
3900 W. Dale Ave.  
Tampa, FL 33609

July 18, 2009

Dear Andrew,


I could not put in words how grateful for your help to get the Summer Springs property sold. It has been three years for me sell the property after several attempts. When we started the short sale process, there were way too many roller coaster moments to count that occurred in the past 17 months where oftentimes I thought my file was on the verge to collapse. I am reflecting the past 1 ½ years as I write this wondering why it took so long for the property to be sold especially when it took my two other friends three to four months to successfully short sell their properties recently. With my case, it may be the worst time possible to short sell my property because, at that time, both of my lenders were taken over by other banks (my first loan with GMAC was invested by Washington Mutual which was eventually taken over by Chase Bank and my HELOC loan with Countrywide was bought by Bank of America) and, yes, my first two buyers did not work out which caused numerous delays with my file. On closing day, I nearly had a heart attack when the buyers refused to come to the closing because of the HOA fee, which was only \$71 higher than they wanted to pay. I was determined not to let such a small amount of money for the closing to fail and I am very grateful that you were able to agree to my suggestion and immediately paid \$355 upfront for me ensuring that we have a successful closing at the very last minute.

I also wanted to thank you for being a fantastic realtor and rental property manager although you and I have never met before. You have taken care of me in both areas and offered encouragement several times not to give up. I have considered filing bankruptcy as my back-up plan to avoid foreclosure. I am grateful that it did not happen. To my surprise, you and I have exchanged e-mails with Brandi Mahon a bit over 1,000 emails since we began the short sale process and our hard work have definitely paid off. I know that your commission of \$2,500 is a chump change considering the money and time you have invested in to get the property sold. You hold true to your company's tagline "Dedicated to Your Success" and I eternally thank you for that.

My wife, Danelle and I are ready to put this three-year tribulation behind us and as soon as we resolve the potential tax liability related to the sale of the property, we will close the chapter and move on with our lives in Minnesota which we much look forward to. This is definitely a lesson learned and a test of my character and strengthened my marriage with Danelle as we learned to stay optimistic through rough period of our lives.

Enclosed are a check of \$355 and a picture of me and my family that you have been working with dedicatedly in the last two years and you could consider this as one of your business success stories against all the odds!

Yours truly,

  
John Gournaris