

February 1, 2009

Caroline Santandrea  
Montecito- Coast Village Road Brokerage  
1106 Coast Village Road  
Santa Barbara, CA 93108

Dear Caroline,

Congratulations on your 2008 sales results, which place you in the upper tier of agents within our company. Your accomplishment during one of the most challenging periods of our real estate history is a real testimonial to your professionalism and dedication to your clients.

I wish you continued success throughout 2009. With professionals such as you, we know our clients will always receive the highest level of service and your business will remain strong.

Best Regards,



Frank G. Symons  
Executive Vice President/Chief Operating Officer  
Western Region