

August 29, 2009.

To: Keller Williams Realty

2000 NW 150 Ave Suite 2000

Pembroke Pines, FL 33028

954-237-0400

Re: Theresa Canizales

Keller Williams Realty SW

CRS, REO, Short Sale, Luxury Homes

Dear Sir/Madam,

We are writing this letter to let you know how hard Theresa Canizales worked to save us from foreclosure, she is an exceptional professional and your company should be proud to have someone of her caliber working for you. When our hopes were down and we thought that we were going to lose everything, she always had a word of encouragement and comfort for us. Since we put our house in her hands to sell, she worked very hard to help us to sell it, the short sale company did nothing to help us (they even ignored our calls) and even then Theresa did not give up, she showed the house three times a day even on weekends and holidays, working with all she had to accomplish our goal and sell the house within the little time we had before the bank auctioned the house. We know that the money she made on the short sale was not enough for all her hard work, but our financial situation does not allow us to compensate her for it. Theresa took a heavy load off our shoulders; if the house was auctioned we know that it would be years before we could go back into any good credit standard, we can not ever thank her enough for it. Without Theresa we don't know how we were going to face the consequences of foreclosure in our credit history or subsequently bankruptcy.

This letter is just a small token for all the work that Theresa did to save our sanity in the crisis that we were facing.

Thanks for having someone like Theresa representing your company.

Sincerely

Luiz and Ligia Bahia

954-593-7330

08/29/09

Theresa Canizales

From: Adan Canizales [adan@housesinbroward.com]
Sent: Monday, March 31, 2008 12:01 PM
To: Theresa M. Canizales
Subject: FW: Thanks for your Excellent service !

Hi Adan and Theresa....This letter is long overdue and I truly apologize for the delay in sending it. I would like to take the opportunity to let you know how pleased my family and I were with your outstanding service selling my uncle's townhome in Century Village.

When my uncle passed away a few months ago the family was left with the task of selling his condo. It was a very emotional time for all of us. Since we all live out of state it was very important that we find a good, experienced, compassionate and responsive realtor to list this property to try to sell it quickly.

I called various agents but it was like God sent the two of you to us. As a fellow Realtor I was very particular with who we would list with. The minute I spoke with both of you I knew I found exactly what I was looking for. I felt like I was listing with family. You were both so caring as well as extremely professional. Although things were trying at times throughout the process you always kept moving forward with a positive attitude. You went way above and beyond in the service you provided to my family as well as the buyers.

Correspondence was critical since we were so far away and you diligently kept us informed of everything throughout the entire process. There is no doubt in my mind that without the two of you the sale could have easily fallen apart.

I firmly believe if you had not been our listing agents we would still have the condo for sale in a very difficult market. Please accept our gratitude for your outstanding service as well as your warm and caring personalities !

Warm Regards, Elaine

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