



HALLMARK 100 PROPERTIES, LTD.

MALCOLM - THIS IS GREAT  
THIS REALLY MADE MY DAY...  
THANKS FOR THE WONDERFUL  
ATTENTION TO CUSTOMER SVC  
HAPPY SELLING!

HALLMARK 100 PROPERTIES, LTD.  
4 Brook Street  
Scituate, MA 02066  
Office: (617) 545-1888  
Fax: (617) 659-0421  
Res: (617) 659-4132



  
PAT DONAHUE  
REALTOR®  
GRI, CRS, CRB



Ms. Robin Cileno  
BankAmerica Mortgage Co.  
1601 Trapelo Road  
Waltham, MA 02154

Dear Ms. Cileno:

This is a letter of commendation regarding two of your employees, Malcolm Nordley and Brian Moloney in your Quincy office.

I recommended a customer of mine, that had very sensitive time constraints involved in a transaction, to Malcolm because of superior service he has given to other customers of mine in the past.

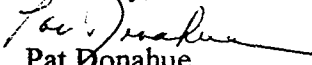
In my twenty-five years in the real estate business, I have worked with many mortgage consultants who have been very good. By far, Malcolm surpasses all of them with his attention to detail and quick response to calls. He truly exceeds all expectations. !!!

It is comforting to know that he has the same kind of support from his manager, Brian Moloney, which I was able to observe first hand in this transaction.

It is without hesitation that I refer my customers, as well as my colleagues, to Malcolm.

Congratulations to you for having these two on your staff, particularly in this day of mediocrity. They are outstanding.

Sincerely,

  
Pat Donahue  
Hallmark 100 Properties

RECEIVED  
FEB 28 1996

cc: John Gray ✓  
Brian Moloney