



Frank G. Symons
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September 1, 2010

Kristen Johnston
Santa Barbara Brokerage
1436 State Street
Santa Barbara, CA 93101

Dear Kristen,

Congratulations on your outstanding sales results for the first half of 2010. Your accomplishment is a testimonial to your ability and your expertise in meeting the needs of your clients and the ongoing challenges of our current real estate market.

I wish you continued success throughout the remainder of the year and I take pride in the knowledge that our clients are in the capable hands of professionals such as you.

Best Regards,

A handwritten signature in blue ink that reads "F. Symons". The signature is stylized and cursive.

Frank G. Symons
Executive Vice President and Chief Operating Officer,
Western and Mountain Regions