

7095 Douglas Blvd., Suite #A
Phone (916) 847-6515 *Fax (916) 258-6776
Email cgeiser@surewest.net

TO: [Signature]
FROM: [Signature]
DATE: 5/1/10

DIRECTIONS: Please rate your level of agreement with these statements; 10 = Strongly Agree, 1 = Strongly Disagree.

1. I delivered on what I promised.	1	2	3	4	5	6	7	8	9	10
2. I was accessible when you needed to contact	1	2	3	4	5	6	7	8	9	10
3. I listened to your needs and concerns	1	2	3	4	5	6	7	8	9	10
4. I addressed your needs and concerns	1	2	3	4	5	6	7	8	9	10
5. Would you use my services in the future	1	2	3	4	5	6	7	8	9	10
6. You are willing to recommend me to others	1	2	3	4	5	6	7	8	9	10
7. Were you happy with the overall service	1	2	3	4	5	6	7	8	9	10
8 Experience with the home inspector if applies	1	2	3	4	5	6	7	8	9	10

The Geiser Group

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9. Are there any suggestions for improvements within the scope of the inspector (s)?

no

10. What did I do well? Everything!

11. How would you rate your experience with the lender if applicable? 1 2 3 4 5 6 7 8 9 10

Any suggestions for improvement?

Cindy, you were amazing, supportive, reachable, kind, helpful, and all other good words.

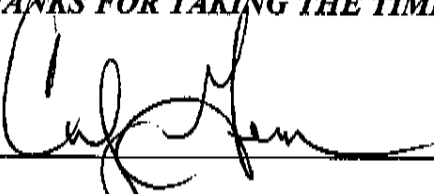
12. How would you rate your experience with the title company 1 2 3 4 5 6 7 8 9 10

13. May I include your comments on our Marketing Materials? ☒ Yes ☐ No

14. Who do you know that *needs* to sell their home or is looking to purchase a home that I can offer my services to?

no one right now, but I would refer you hands down.

THANKS FOR TAKING THE TIME TO COMPLETE THIS SURVEY I APPRECIATE YOU!!


Cindy Geiser



The Geiser Group
Faithful to your needs
 8921 Kingswood Dr. #A6
 Citrus Heights, CA 95610
 Direct (916) 847-6515
 Fax (916) 258-6776
 License #01219073

Client Satisfaction Survey

TO: Joel & Karli Swenson
 FROM: Cindy Geiser
 DATE: 07/26/2010

We worked together on two transactions of utmost importance to you – your homes. Honest, critical feedback from you is the best way for me to stay in tune with my clients needs. Learning how I did in the beginning, during, and at the close of escrow is valuable so I can continue to improve my service. This is not only important to me as a Realtor but to other service providers that were involved in your transaction(s) as well. Please help me serve you, your friends and family better by taking a few minutes to complete this survey. If you wish to talk to me directly, don't hesitate to call me @ (916) 847-6515. For your convenience, I have enclosed a self- addressed envelope to return to me.

DIRECTIONS: Please rate your level of agreement with these statements; 10 = Strongly Agree, 1 = Strongly Disagree.	<div style="display: flex; justify-content: space-between; width: 100%;"> ⊗ ⊙ </div>									
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9. Are there any suggestions for improvements within the scope of the inspector (s)?

10. What did I do well?

You were very personable. We loved that about you. It made for a comfortable experience. You were also available whenever we needed it and were quick with paperwork.

11. How would you rate your experience with the lender if applicable? 1 2 3 4 5 6 7 8 9 10

Don't really have one yet. We will go through Scott Cooper who has always been accessible so far.

Any suggestions for improvement?

12. How would you rate your experience with the title company 1 2 3 4 5 6 7 8 9 10

13. May I include your comments on our Marketing Materials? ☐ Yes ☐ No

14. Who do you know that *needs* to sell their home or is looking to purchase a home that I can offer

My services to? We are not sure of anyone at the moment. However, if we do know someone we will recommend your services.

THANKS FOR TAKING THE TIME TO COMPLETE THIS SURVEY I APPRECIATE YOU!!

Cindy Geiser



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 License #01219073

Client Satisfaction Survey

TO: Wayne + Mary Scott
 FROM: Andy Geiser
 DATE: 11/26/10

We worked together on two transactions of utmost importance to you – your homes. Honest, critical feedback from you is the best way for me to stay in tune with my clients needs. Learning how I did in the beginning, during, and at the close of escrow is valuable so I can continue to improve my service. This is not only important to me as a Realtor but to other service providers that were involved in your transaction(s) as well. Please help me serve you, your friends and family better by taking a few minutes to complete this survey. If you wish to talk to me directly, don't hesitate to call me @ (916) 847-6515. For your convenience, I have enclosed a self- addressed envelope to return to me.

DIRECTIONS: Please rate your level of agreement with these statements; 10 = Strongly Agree, 1 = Strongly Disagree.

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Fax (916) 258-6776
License #01219073

9. Are there any suggestions for improvements within the scope of the inspector (s)?

well - DONT WA WATTER.

10. What did I do well?



11. How would you rate your experience with the lender if applicable? 1 2 3 4 5 6 7 8 9 10

11-3-10 NOT finished

Any suggestions for improvement? NO

12. How would you rate your experience with the title company 1 2 3 4 5 6 7 8 9 (10)

13. May I include your comments on our Marketing Materials? ☒ Yes ☐ No

14. Who do you know that *needs* to sell their home or is looking to purchase a home that I can offer

My services to? NO - ONE

THANKS FOR TAKING THE TIME TO COMPLETE THIS SURVEY I APPRECIATE YOU!!

Cindy Geiser

LETTER OF RECOMMENDATION**For: Cindy Gelser****From: YourTC***A Third Party Real Estate Transaction Coordination Firm****To all who have hired or are considering hiring Cindy Geiser to represent your Real Estate Interests.***

This is an unsolicited acknowledgement that **Cindy Gelser** has gained the highest honor of recognition by demonstrating a professional Standard of Practice in representing the interests of their Clients exemplified within the five categories below.

1. **Client Representation:** Agent has demonstrated a high standard of practice towards Client representation.
2. **Knowledge:** Agent has an advanced understanding and knowledge of the transaction process and use of proper forms to protect their Clients.
3. **Details:** Agent has demonstrated exceptional attention to important escrow details.
4. **Promptness:** Agent returned phone calls and documentation requests in a timely manner.
5. **Courteous:** Agent established a compatible working relationship with clients and other Real Estate Agents creating a professional rapport.

As a third party Transaction Coordination Firm, **YourTC** works closely with many Agents during the Transaction Process and we are extremely particular as to whom we send this letter of recommendation. We are so pleased to find an exceptional Agent like **Cindy**, that we feel compelled and honored to express our highest recommendations with confidence to all of **Cindy's** Clients.

*Sincerely,****Rick Nieto****Founder/Owner***YourTC**

916-784-7355

rick@your-tc.comwww.your-tc.com

03/14/2008 21:58 9167971120

GEISER

PAGE 01

Brian G. Phillips
PO Box 2125
Orangevale, CA 95662

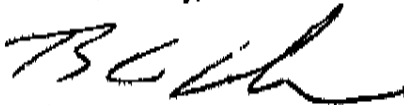
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June 7, 2005

Lamm & Logan Group, Inc.
Attn: Cindy Geiser
2424 Professional Dr.
Roseville, CA 95661

Dear Cindy:

Now that I'm finally settled in my new home, I wanted to take a minute to thank you for all your efforts in my house hunting search. It took less than two months from the time I first met with you to the close of escrow, so we got it done a lot sooner and with a lot less hassle than I expected. I also appreciate your extra efforts after the sale. Thanks, and good luck in your real estate career!

Sincerely,



Brian Phillips

Cindy Geiser

From: <lunchat8@comcast.net>
To: "Cindy Geiser" <cgeiser@sbcwest.net>
Sent: Wednesday, October 28, 2005 2:22 PM
Subject: Testimonial

Working with Cindy Geiser was everything I hoped it would be, and there was no down side to it at all. As a first-time buyer, I had to have just about everything involved in buying a home explained to me, and some things more than once. Plus I had lots of questions. Cindy seemed to understand my needs and concerns right from the beginning and explained everything clearly and patiently. Just as importantly, I always felt that she was an advocate for me, not just someone trying to move property to make money. There's really no way to say how much that meant to me, before, during, and after the sale. She never hit a false note or let me down. And I am proud to say that after all was said and done, I feel that she is enough of a friend that I have continued to turn to her to ask for advice and suggestions on various matters related to my new home, and she in turn has continued to be helpful and supportive in many ways long after the closing of the sale. Thanks, Cindy, for all you do!

Robert Boyd

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GEISER

PAGE 02

Virginia McNamara

John was always prompt to return phone calls, very courteous & conscientious. I felt that he took the time to get to know the whole family & our needs. He considered that in all his recommendations.

**Susan Sviba**

Where all matters handled in a timely manner? We closed in 30 days. I was impressed how fast it all closed. Will you refer me to others? You are a great Realtor & looked out for my best interest.

(17)

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GEISER

PAGE 03

5328 Thunder Ridge Circle
Rocklin, Ca 95765
916 438-8438
E-mail: aglee@yahoo.com

November 16, 2001

5201 Laguna Oaks Dr.
Suite 4
Elk Grove, CA 95758

Dear Mr. Jeff Culbertson, Mr. Matt Kaupp and Mr. Tim Thompson.

I'm sorry for such a late response but I would like you to know to what extent Cindy Geiser went for me and how much she accommodated me.

I did not have very good representation when I sold my house in the bay area and in return I got shuffled around by the buyers lender, misinformed by my selling rep and lost a great business opportunity. I also had the first week of my vacation ruined by these circumstances.

At my lowest point, when I was sleeping on the floor of my office (with my dog I might add) because my realtor neglected to keep me informed about the sale of my house, Cindy was the only person caring enough to find out why the sale had not progressed like it should have. When I was stuck in Michigan without a hotel room because my credit cards were maxed out, (because the sale of the house did not go through when it was supposed to) Cindy kept me abreast. She did things that my selling realtor should have been doing. Calling me all the way in Germany to advise me of my rights as a seller and made suggestions regarding compensation. She kept me informed on the progress of my new house (even though I was living just a few blocks away from the building site). She would communicate with the builder to make sure the house was progressing. Even after final walk through she negotiated a plumbing change that was overlooked. To this day she keeps in touch with us and I've recommended her to future buyers in the area.

In conclusion, Cindy Geiser is a Godsend! She is the Patron Saint of Real Estate. All kidding aside, she helped me when she didn't have to and for that I'm deeply grateful. Cindy has made my families relocation to the area a very pleasurable experience. I can't say enough good things about her. I mean this sincerely.

I can only hope that she will be around when it comes time for me to sell my house for the retirement home across the ridge.

Mr. Kaupp, in your letter to me you ask if I were 100% satisfied with her ser/vce. I'm 200% satisfied.

Sincerely,



Ray Baldonado

Way to go, Cindy!
This is just like you.
Tim

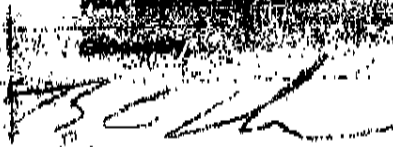
03/14/2008 21:58 9167971128
 Lemm & Logan Group, Inc.
 Attn: Cindy Geiser
 2424 Professional Dr.
 Roseville, CA 95661

GEISER

PAGE 04

Dear Cindy:

Now that I'm finally settled in my new home, I wanted to take a minute to thank you for all your efforts in my house hunting search. It took less than two months from the time I first met with you to the close of escrow, so we got it done a lot sooner and with a lot less hassle than I expected. I also appreciate your extra efforts after the sale. Thanks, and good luck in your future endeavors.



From: <lunchatd@comcast.net>
 To: "Cindy Geiser" <cgeiser@surewest.net>
 Sent: Wednesday, October 26, 2005 2:22 PM
 Subject: Testimonial

Working with Cindy Geiser was everything I hoped it would be, and there was no down side to it at all. As a first-time buyer, I had to have just about everything involved in buying a home explained to me, and some things more than once. Plus I had lots of questions. Cindy seemed to understand my needs and concerns right from the beginning and explained everything clearly and patiently. Just as importantly, I always felt that she was an advocate for me, not just someone trying to move property to make money. There's really no way to say how much that meant to me, before, during, and after the sale. She never hit a false note or let me down. And I am proud to say that after all was said and done, I feel that she is enough of a friend that I have continued to turn to her to ask for advice and suggestions on various matters related to my new home, and she in turn has continued to be helpful and supportive in many ways long after the closing of the sale. Thanks, Cindy, for all you do!

Robert Boyd

Cindy Geiser
 Thank you for
 finding & helping
 my dream about
 the house is just
 what I wanted.
 Also thank's for the
 understanding when
 my anxiety & they
 to my Godmother
Thomas W. Boyd

03/14/2008 21:58 9167971120

GEISER

PAGE 05

Cindy Geiser

From: "alcantar fernando" <faiir@aboglobal.net>
To: "Cindy Geiser" <cgeiser@surewest.net>
Sent: Friday, March 02, 2007 9:49 PM

hola Cindy, i will like to thank you for all your help in selling my home. you n john have been so much help. i wish you and your family a very happy long life. thank you again and take care...fernando ☺

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GEISER

PAGE 85

April 10, 2002

**Jeff Culbertson
President- Coldwell Banker
3300 Douglas Blvd.
Suite 405
Roseville, CA 95661**

Dear Mr. Culbertson,

My wife Renee and I feel very fortunate and lucky to have had Cindy Geiser as our real estate representative. Cindy is a consummate professional who exhibited an incredible dedication toward our goal of finding the perfect home. Whenever we had a question, Cindy would respond promptly with the correct information, always with a smile and a wonderful attitude. Cindy made us feel as though we were her only clients, very personal, very smart and extremely pleasant. I have bragged to many of my colleagues that we found the best agent in California. We have recommended her to several people and we will continue to do so.

We first met Cindy in the summer of 2001; we were in the process of relocating across the country. Cindy would keep us updated on almost a daily basis regarding available homes that met our criteria. Many e-mails and telephone calls were made back and forth from New York to California to finally choose the perfect home for our family. We felt so confident in her ability to handle any obstacle that presented itself during this cross-country move. She definitely made a difficult task, much easier. Cindy felt like a friend or as if we had a family member in the business. We appreciate her hard work and I truly believe she went way beyond her job description.

Best Regards,



Michael Wild, M.D.

03/14/2008 21:58 9167971120

GEISER

PAGE 07



JERRY R. VAUGHN
(925) 831-3353

605 SAN RAMON VALLEY BLVD.
DANVILLE CA 94526
(925) 837-6100 BUS
(925) 831-3294 FAX

September 18, 2006

Mrs. Andrea Miller
Keller Williams Real Estate
11601 Blocker Dr. # 200
Auburn, Ca 95603

Re: 2205 Meadow Creek Dr. Lincoln, Ca
Dear Andrea:

In today's busy world everyone is short on time and patience, it seems, especially with the real estate market in transitions. I feel that your agent Cindy Geiser needs to be rewarded for her help in closing the above transaction. It would have never been a successful close if it was not for her efforts and most of all her patience.

Cindy's professional manner was outstanding. I represented Mr. & Mrs. Rich Doran, the buyers. The Doran's are so appreciative, and realize that Cindy presence is what made this million dollar plus transaction close. The buyers feel that Cindy went above and beyond the call of duty in bringing this to a close

Both myself and the Doran's want to again thank Cindy for her hard work and patience. Cindy put both the seller and the buyers interest first. She was a pleasure to work with and will definitely get my referrals in the future.

You should be proud to have her as a team player.

Sincerely yours,

A handwritten signature in dark ink, appearing to read 'Jerry R. Vaughn', with a long horizontal line extending to the right.
Jerry R. Vaughn

c.c. file

*X Way to
Go!!
You Make Me
Proud!!
A*