

December 28, 2012

To Whom It May Concern,

It has been a pleasure doing business with Warren Reynolds. His expertise in the local real estate market helped us sell our home for asking price and buy a new one.

As the listing agent for the property that we purchased, Warren's low key non aggressive personality was a perfect fit for us. He wanted us to be cautious with our decisions and took extra time going over things with us that would be important in selling our home.

Working with Warren he made himself available and accessible at all times. He was easy to contact and returned calls promptly. We especially appreciated his effort to work around our busy work schedules. He made sure that things were done in a timely manner and always followed up with us.

Warren's experience made things run smoothly for us. We have and will continue to recommend him.

Sincerely,

Diane and Bob Simpson

November 29, 2012

To Whom it may concern:

I first retained Warren Reynolds as a realtor to advise me on the legalities of using my property as a rental. It had been on the market for 18 months through other listing agents, but due to time and financial constraints of commuting to my new job, I elected to rent the property and move closer to my workplace, when no offers were made.

When my tenants vacated abruptly, I was required to sell, but the market and the property were such that a short-sale was necessary. It was a very stressful process fraught with uncertainty, but Warren guided me through it step-by-step, advising me on insurance requirements for a vacant property, short-sale attorneys to retain, how to protect the property, even going so far as to meet repair people at the house, so I wouldn't be required to travel. Warren truly went above- and- beyond the duties of a realtor; in fact, I often felt like I was his only client. Not true, but a reflection of his work ethic. He returned phone calls and e-mails promptly, checked in with the short-sale lawyers regarding the application process on a regular basis, researched all the details of the transaction, and even accompanied me to the closing.

Warren is professional, organized, hard-working, honest, patient, and encouraging. If given the opportunity to work with him again, I would not hesitate to do so. He is a true asset to his profession and I cannot begin to fully express my gratitude for all he has done for me.

Sincerely,

Caroline Mailloux

A handwritten signature in cursive script that reads "Caroline Mailloux".

October 27, 2012

8 Southpine Drive  
Franklin, MA 02038

To whom it May Concern:

We recently retained Warren Reynolds as a realtor in the selling of our condo in the Highwood Condominium Complex in Franklin, MA. Warren was most helpful from the beginning of the process to the closing at the end.

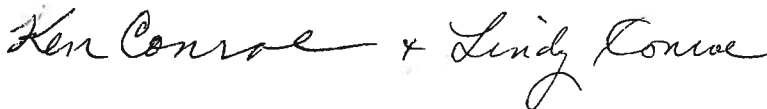
He helped us arrive at a realistic assessment of the market value of the property and gave us suggestions as to reasonable upgrades that would enhance it to buyers. He was also knowledgeable as to where we could locate vendors to do the work we decided to do. Because of his advice, the people who looked at the unit on the second day it was on the market decided to buy it. Warren was also helpful with advice as we went through the 'back and forth' process of arriving at a mutually agreeable price with the buyers.

All in all, Warren was very knowledgeable about the whole process of marketing and selling the unit, and he explained it step by step. He always took phone calls when we had questions, no matter when this was. One of Warren's strengths is his outstanding attention to detail. Because of this, everything was done in a timely manner and there were no glitches in the process.

Additionally, Warren has very good 'people skills' and is very easy to work with. He was able to communicate and get along with all the parties involved in the sale. It was a great relief to have him guide us along and to "hold our hands" throughout the process.

We would recommend Warren Reynolds highly and will definitely use him at some point when we are selling our home in Franklin. This is the fourth piece of real estate we have sold and he is by a huge margin the best real estate agent we have ever encountered. You will be well served if he is looking after your interests.

Most sincerely,

A handwritten signature in cursive script that reads "Ken Conroe & Lindy Conroe". The signature is written in black ink and is positioned above the typed names.

Ken and Lindy Conroe

Regarding the  
transaction management and successful sale of  
464 Chestnut Street, Franklin, MA  
May 31, 2012

From lead attorney for TRC Relocation Advisers

Warren,

I wish you were the listing agent on all of TRC's properties!! You were great to work with . . . extremely knowledgeable and very pro-active! We greatly appreciate your help getting the Title 5 Report corrected.

Thanks again!

**Valerie Johnson**  
**Relocation Specialist**  
**Associated Attorney Title & Closing Company**  
**290 Highland Avenue**  
**Cheshire, CT 06410**  
**Phone: (203)272-3560, Ext. 248**

From Director of Relocation, Century 21 Commonwealth

Another rave review for Warren! Thank you Warren, for making my job easier!

*Tracie L. Feeney, CRP*  
Director of Relocation  
Century 21 Commonwealth  
10 Michigan Drive  
Natick, MA 01760  
Direct Line: 508-810-0676

From office manager, Century 21 Commonwealth

Kudos to Warren! This transaction required the ultimate skill, knowledge and diplomacy and Warren embodies all three.

Connie Jones  
Vice President, Manager  
CENTURY 21 Commonwealth  
15 West Central Street  
Franklin, MA 02038  
Cell 508-944-3746

Warren Reynolds, GRI, JD  
Century 21 Commonwealth  
15 West Central Street  
Franklin, MA 02038

November 11, 2011

Dear Warren,

Please accept our (belated) gratitude for all your hard work and guidance in selling our house at 349 Summer Street in Franklin. Your knowledge, support, and encouragement – from listing the house through closing – were very much appreciated.

As you know, we had been trying to sell our house on-and-off for a year-and-a-half, both with another local real estate agent and on our own. Despite dozens of showings (and all the stress and hard work each showing entailed), we never received even one offer on our house. However, we received and accepted an offer on our house within two weeks of listing with you.

While we think you're a bit of a miracle worker (!), we know that your knowledge of the local real estate market, your recommendations for staging our house, and (finally) properly pricing the house are what led to the sale.

You may remember the negotiations and closing were fraught with issues beyond our control, but you assisted the process whenever possible. Your confidence and continual reassurance made a nerve-wracking process less taxing than it would have been with another real estate agent.

We will, without hesitation, recommend your services to anyone we know looking to buy or sell a house.

Thank you again.

Best wishes,

Kellie & Mark Anderson

20 July 2011

To Whom It May Concern:

We are writing this in reference to the outstanding experience we had working with Mr. Warren Reynolds of Century 21 Commonwealth Realty. As a Military family, we've gone through the relocation process a few times (our children have lived in four homes). We have purchased and sold homes a number of times, and have worked with a variety of realtors. Warren rates at the top of our list! From the personal touches and in depth knowledge of the areas we were interested in, including schools systems, value for our dollar, access to public transportation, etc., Warren went that extra mile to ensure we were armed with all the needed information to make our decision.

We most heartily recommend Warren to anyone looking for a real estate specialist. He fits the mold as the honest broker, from the initial contact, through the purchase and sales negotiations, to the closing, and beyond!

Sincerely,

Mike and Betsy Antonellis

February 12, 2011

Warren,

We just want to Thank you for all the help you did in finding our first single family home in US. You were great all the time.

We also would like to thank you for being patient in listening to all our requirements. I hope you might have learned new things what Indians look at when they look for house :)...I will strongly recommend you if any of my friends are looking to buy new homes.

Please do stop by at my place whenever you are around Grafton...

Thanks again for the sweet home ...

Regards,

Raghu, Vaishnavi & Amogh Swayampakula

508-541-3919 (H)

774-571-1829 (C)

December 2, 2010

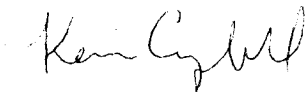
To Whom It May Concern:

I am pleased to recommend Warren Reynolds as a Massachusetts Real estate agent. For 2 months, Warren worked hard and tirelessly for my wife and I in finding a new home.

Warrens' patience and understanding of our needs regarding the type of house, neighborhood and town was valuable and much appreciated. Warren is very passionate in what he does and provided us with advice and information that proved very helpful in us finding the ideal home for our family.

Warren is very professional, communicates well and worked well with the sellers agents in getting us information we requested in a timely manner. Warren provided valuable feedback and resources for helping us close the deal.

I will recommend Warren as a real estate agent for anyone buying or selling a home in the 495 belt in Massachusetts.

A handwritten signature in black ink that reads "Kevin Campbell". The signature is written in a cursive style with a large, stylized 'K' and 'C'.

Kevin Campbell  
15 Josiah Dr  
Upton MA 01568  
508-989-4623

November 17, 2010

Dear Warren,

Dan and I have always intended to send you a thank you via email so here it goes...

We have been in our house in Holliston for one year now and it is truly a home. We have you to thank for that. Ironically you were working for the sellers, but we think you put an equal if not more effort into helping our family buy the house we wanted!

We knew we could count on you to answer our questions honestly, patiently and kindly. You were always so accomodating and professional.

We were first time buyers and were completely clueless of the process involved and you walked us through it and got us into our house quickly(in time to get the awesome tax credit too!)

You are wonderful at your job and we will always think fondly of you. And of course, we always recommend you to anyone in need of a real estate professional.

Thank you again...

Sincerely,

The Yanez Family  
Holliston, MA

July 11, 2010

To: Director of Relocation Services

We are relocating from India to Boston, MA and are very glad we chose Warren Reynolds as our real estate agent.

After interviewing a couple of other agents over the phone we felt that he was the only one willing to cover a wide area. And yes, he showed us around wherever we asked him to take us.

He spent a lot of time with us during our four day trip to look for homes.

Warren is an expert in his field. Warren was punctual and well prepared as he accompanied us to the showings. He diligently surveyed the lots and homes with us to make sure we were not overlooking anything. He understood our requirements well and gave us valuable suggestions.

Warren is very patient and polite and it's been a wonderful experience working with him.

Sunil and Parul

March 30, 2010

To Whom It May Concern:

This is a letter of recommendation for Warren Reynolds.

As real estate investors, we are acutely aware that the pricing of real estate for resale is a critical part of the "flipping" process. Without the expert counsel of Warren we would have not priced our recent sale correctly and we would have spent a fair portion of our profit on holding costs.

He has the ability to handle potential buyers with kid gloves and he is a valuable member of our real estate investing team. We highly recommend Warren to any buyer or seller!

Patrick Weidman

February 20, 2010

To Whom it May Concern,

It is my pleasure to write this letter on behalf of Warren Reynolds. He is an honest, hard-working, organized, diligent and accommodating realtor who has been an absolute pleasure to work with.

He worked with me and my husband for over a year to help us find the perfect home for our growing family. His advice, experience and expertise have been invaluable.

Thus said, I would highly recommend Warren Reynolds without reservation, for I know for certain that he can get the job done and done well.

Sincerely,

*Susan Connolly*

Susan Connolly

Dear Warren,

The shortsale close on my Millbrook House will happen tomorrow 5-22-09 and I can't tell you how relieved I am.

This has been a long and arduous journey of almost 9 months and your help and guidance during every step has been nothing short of remarkable.

Furthermore, since I am in California it would be have been next to impossible to get this done without your continued assistance. You went above and beyond your normal role by coordinating the activity with the shortsale negotiator to ensure there were no delays from my end.

Kindly accept my heartfelt thanks for a job well done.

Warm Regards,  
Raj

LETTER OF RECOMMENDATION  
FOR  
WARREN REYNOLDS,GRI,JD,e-PRO

After deciding to sell my house, I interviewed several Real Estate Brokers to get their opinion of value of my property, and how they would market it in a declining economy. From the very outset of my experience with Warren Reynolds, I knew that my best interest would be served under Warren's direction. The day of our initial meeting at my home he came equipped with camera, tape measure, and helpful hints on how better to "show" my house.

On Warren's return visit to discuss what he considered a marketable and realistic price for my property, he set up his computer and proceeded to demonstrate how my property would be presented on the internet; he convinced me of the value of reaching today's buyers via the Net.

Warren Reynolds is a professional who made the entire process from listing through the closing a non-stressful experience. He is a broker who really understands the meaning of fiduciary responsibility to the seller. He listens, he responds, and never overlooks the smallest of details while always keeping me "in the loop" about contact with the buyers. He interacted with my attorney, and followed through on every issue.

When I chose Warren Reynolds to represent me in one of the most important transactions that homeowners encounter, he proved me right.....I picked the best broker for the job.

Dorella Clifford  
Former owner of a Franklin real estate property

To Whom It May Concern,

As first time homebuyers we were fortunate to work with Warren Reynolds.

He was a great asset and sounding board throughout this process. We found him to be very knowledgeable and he always gave solid advice.

When we found the home we wanted Warren played a pivotal role in helping us negotiate with a difficult seller.

We truly benefited from having Warren in our corner and so will you.

Jason and Jennifer Karlin

August 2008

To whom it may concern,

Warren Reynolds was our Realtor who helped us sell our existing home and buy a new one. The entire process was well supported by Warren throughout the entire process. His attention to detail and follow up were commendable.

We sold our home in three weeks in a very down market! Aggressive marketing on Warren's part led to many, many showings. It was through these efforts that attracted our buyer to eventually purchase our home.

After our selling process culminated in a signed P&S Warren helped us view many homes in our target areas. He was instrumental in every step of the process.

He attended all showings and was even present at the closings!

My wife and I would highly recommend Warren to anyone selling or buying a new residence. His knowledge of the market and his attention to detail make him stand out above the other realtors that we have met.

Keith and Colleen Hanson

April 16, 2008

Dear Warren,

Bob & I would like to Thank you for everything you did for us in selling our home.

You are a very dedicated, success and honest person in your field. You helped us in every aspect of selling our home. You were there from beginning to end. You answered many questions that we asked of you. We would highly recommend you to all our family and friends in buying and selling a home.

You have become a very special friend and Realtor to us. We wish you the best in all you do. Thanks again for being there for us. You did a great job.

Sincerely

Bob + Barbara Patterson

P.S.  
If you and your  
family ever come  
to Ok. please write  
us up

February 3, 2008

My wife and I would like to formally thank Warren Reynolds for representing us throughout the home buying process. We would highly recommend his services to friends/family/etc.

Warren was very professional during the process as well as extremely understanding of our wants and needs. He listened to what was important to us and tried very hard to find us a home that met those criteria. He also did a fantastic job of identifying potential flaws in some of the homes we looked at. He forced us to never make assumptions. Instead, he helped us obtain answers to unanswered questions. It is for these few reasons and many more that we ultimately found the perfect home for us.

We also enjoyed Warren's company when we were with him. This ultimately made the home search/buying process much more enjoyable. We truly felt as though we had made a friend not just an acquaintance. On the day of our closing my wife and I both agreed that we would miss Warren.

We wish Warren and his family nothing but the best. It is a bit too early to begin thinking of selling our home but when the day comes he will surely be receiving a telephone call from us.

Thanks again Warren!

Sincerely,

Steven and Erin Munichello

Susan Connolly  
84 Walpole Street  
Unit 5A  
Canton, MA 02021  
(781) 254-9024

To Whom It May Concern:

It is my pleasure to write this letter on behalf of Warren Reynolds of Keller Williams Realty. Warren came to us highly recommended by a family friend who was very satisfied with his work. After having worked with him, my husband and I have been very pleased and appreciative as well.

In a very difficult market, Warren was able to help us sell our condominium for a fair price. My husband and I have been very impressed with him throughout the entire process as he is extremely organized, efficient and honest. The website he designed for us was well done and showed off the finest points of our home. We received frequent, if not daily feedback from him regarding the status of our property and updates on the work he was doing. We did not have to think too much or worry about the closing as Warren guided us through the process and made sure that we had all of the necessary paperwork in order.

This said, I highly recommend Warren Reynolds without reservation and would gladly work with him again on our family's future real estate needs.

Sincerely,

*Susan M. Connolly*

Susan M. Connolly

TO WHOM IT MAY CONCERN

It gives us great pleasure to recommend the professional services of Warren Reynolds. The recent sale of our Franklin, Massachusetts home presented numerous challenges, including a slumping housing market and a surfeit of housing inventory in the local area.

Throughout the process of marketing and selling our home, Warren was extremely attentive to detail, proactive in his sales efforts, articulate and helpful in explaining his recommended marketing strategies and, perhaps most important, always -- always -- available, either personally or over the phone.

While selling a home is never easy, either psychologically or procedurally, our experience with Warren Reynolds made it clear how crucial an attentive and experienced realtor is to the selling process. We're very glad we found him and are extremely grateful for his professionalism and expertise.

Respectfully,

Sheila Homan-Schilling  
Mark Schilling

Dear Warren,

We are very excited about the new home that we will be moving into this New Year. We would like to thank you for all the guidance and help with the purchase.

Given that we were first time buyers we were very apprehensive about the whole process. But you made the whole process streamlined by not overwhelming us with the boat loads of info and at the same time keeping us informed about various modalities at various points of the purchase.

We also would like to thank you for being patient in listening/learning about our needs/requirements and all the mails with useful info like comparisons, statistics to make a learned decision about the purchase. We also appreciate your check point mails to get ready for the closing.

Thank you very much for making this happen.

Best regards,

Kiran

We were extremely fortunate to work with Warren Reynolds in the purchase of our home.

As first time homebuyers Warren guided us every step of the way. He gave us good, solid advice and answered all of the many questions we had (and was always available to do so). He was responsive to all of our needs in the purchase of our house.

Buying our first home could not have been any better or easier thanks to Warren. His experience in real estate and his integrity really speak for themselves.

Fran and Cathleen Haggerty  
Franklin, MA

To Whom It May Concern:

We could not have found any Realtor better than Warren Reynolds.

We were impressed not only by his professionalism but also by his character.

As first time home buyers, it took us a while to find our home. Throughout that time, Warren never quit encouraging us even when we were discouraged. His patience and honesty were especially evident when he recommended that we not to commit to purchasing a house we were not sure of.

In addition to his integrity, Warren's real estate expertise and careful attention to detail helped us to negotiate a successful purchase. He equipped us with useful Internet resources and also gave us invaluable insights during the house viewings. He always looked out for our interests while respecting the seller's position.

Without Warren, we doubt we could have ever found our perfect home. There is no doubt that we will be recommending him to all our friends and family!

Sarah Shieh and Howard Mak  
17 Holly Lane  
Ashland, MA

To Whom It May Concern,

Mr. Warren Reynolds has asked me to provide him with a letter of recommendation. This task is a very pleasant one. Warren is a fine courteous gentleman. Nida (my wife) and I are first time homebuyers.

We come to know Mr. Reynolds through our "house hunting". We like his approach. He is experienced, informative, educating, patience and accommodating. We as first time homebuyers, needed guidance and prompt feedback to assist us in make correct decisions the first time, and avoid costly mistakes. He would point out aspects to us in a property that we would have missed.

Warren was instrumental in negotiating a fair purchase price for the property. I liked very much his follow-ups throughout the process. He was with us from start to finish. My wife and I have very busy schedules. We needed a real estate agent that is available when we need him. At times, we felt like we were the only clients he has. We know for a fact that he was attending to other clients at the same time as well.

That is the kind of customer service that Warren provides to his clients, an outstanding service. We recommend him without reservations.

Best regards,

Thafur Shemmeri

Phumarun Nuon  
87 Whitins Road  
Sutton, MA 01590

January 29, 2007

To Whom It May Concern:

Warren Reynolds is an excellent and honest real estate agent. I've known Warren through my sister, and decided to use him as my agent. I have looked at more than thirty houses before I found the right one. He pointed out the pros and cons of each house. Not many agents would do that!

Warren is extremely knowledgeable, helpful, and reliable in real estate. He guided me through each step of the home purchasing processes. He has proven to be very patience with me. I would never have found the right house for my family without his help.

I would recommend Warren to anyone who is looking to purchase a home. He is a great asset to his clients.

Sincerely,

Phumarun (Mao) Nuon

Dear Warren,

Thanks a ton for everything you've done !!!!! I'm so happy to see that everything went so well as planned with the sale of my home.

You are so honest, hardworking, and very professional with a great attitude. you have so much of experience under your belt that you could guide anybody. You also set expectations so correctly that we knew exactly how the whole thing would work out.

Murali Rudraraju  
130 Stone Ridge Rd, Franklin

Dear Warren,

We would really like to thank you for all you did to help us find our new house.

It was both an exciting and terrifying process and your guidance was invaluable. You always kept in touch to let us know what was going on and provided through explanations every step of the way. We always felt you were our advocate.

I know that ours was a difficult purchase and that your experience and professionalism were key in helping us into our new home.

Thank you again for all that you have done for my family.

Thank You,

Kristin Munsey

Hello Warren,

We finally were able to move our new home and for that we owe you a special thanks for all your help. With your help we were able to breeze through each stage of this rather complex process. You were there when we needed you, no matter what.

I would certainly recommend your services to anyone seeking for a new house. It was a pleasure working with you.

Thanks again.

Regards.

Vipin Gupta  
North Grafton

To Whom It May Concern:

It is our honor to offer our recommendation for Warren Reynolds for residential real estate services. My fiancée and I had the pleasure to work with Warren for nearly 4 months in our search for a home southwest of Boston. The first time each of us spoke to him, we just knew he was going to provide us with outstanding customer service. During our initial meeting, he provided us with a great deal of resources and pertinent information that was perfectly suited for our needs as we were very unfamiliar with many of the geographic areas we were interested in searching for a new home. It was evident from our first meeting that his organizational and planning skills are exceptional, as he had put together an extensive itinerary of places he had made appointments for us to see. He was well prepared for each day we met; his research was always thorough and comprehensive, and his fact checking always accurate. If he were ever unable to answer a question while we were on the go with him, he would honestly tell us he was unsure and make it a point to obtain the answer to the best of his ability.

We spoke to Warren over the phone and through email several times to discuss our needs before meeting with him. Warren asked us the right questions to gain an understanding of our needs and wants, and he listened to our suggestions. Warren helped us gain an understanding of the market, the area, the condo market itself and the buying process.

We purchased a town home in Bellingham, MA in February 2005. We are thrilled with our new home. We had a wonderful buying experience from start to finish. Katie and I were both unfamiliar with the Franklin/Bellingham area as we were moving from just north of Boston. We were nervous about venturing to a new town, but knew we wanted a quieter and more affordable alternative to the city. We looked at homes with Warren for roughly two months before we actually found our new home in December 2004. Warren was able to quickly acclimate us to the surroundings very easily. He spent hours researching possibilities for us even before we met him in person, answering our phone calls and emails and setting up appointments for us to see condos and town homes all over the 495 belt. We required a lot of his time, especially because we were first time homebuyers and new to the area.

We can say, without hesitation that Warren was the finest real estate agent we've ever had the pleasure of working with. This was evident to us in comparison to quite a few realtors we attempted to utilize prior to Warren, as they were not very helpful, understanding or willing to "work with us based on our preferences and needs." Most importantly, Warren has a strong commitment to providing his customers/clients the best possible service to fit their needs. Lastly, his real estate knowledge is outstanding and he knows the local area extremely well. We are thankful we had the opportunity to meet Warren and look forward to working with him for our future real estate needs.

Sincerely,  
Shawn McCormack and Kathleen LeBlanc  
43 Bellwood Circle, Bellingham, MA 02019  
508-657-1193

**Letter of Recommendation:**

I am writing this letter to highly recommend Warren Reynolds of Smart Moves West of Boston as a listing agent. This is based on excellent service that I have received from him between the periods of 12/01/05 and 03/20/05.

Warren had set a target date towards selling my house and he worked closely with me (seller) to achieve this deadline. I had set a similar deadline with another agent who could not meet it.

Warren setup a demo with advanced photography and virtual tour to hook into the advertisement which used advanced technology. Some additional features to highlight Warren's unique marketing agenda include:

- More on-line market exposure
- individual website for my home
- Quick email response and follow through

Overall took excellent care of all my questions and concerns.

Mohan Gazula  
(508)-736-7405

**Samuel, Linda, Nicole Dawood  
11 Stanford Road Franklin MA, 02038**

February 24, 2005

To Whom It May Concern:

Mr. Warren Reynolds acted as our real estate agent and was very professional about the whole matter at hand.

Warren was very thorough throughout the whole process of the selling of the house. We felt very comfortable working with Mr. Reynolds, as he was quite skilled with the amount of knowledge he brought to the table. Warren has stayed with us through the whole process right up until the very end and my family thanks him greatly.

I highly recommend MR Reynolds to anyone whom is looking to sell or buy his or her next home.

Thanks, Warren, you have made a big difference in our life!

Sincerely,

The Dawoods

To whom it may concern:

I am writing this letter to express my appreciation for the outstanding job Warren Reynolds did in helping me find my first home and seeing through the entire process right up to the closing. Not only did Warren help me find my new home and work out all the arrangements and closing details but he took into consideration at all times that I was a first time home buyer and not familiar with the process at all.

As a first time home buyer I had many, many questions which Warren was always more than willing to answer with a never ending level of patience. Throughout the process Warren looked out for my best interest and when I could not make it to his office during normal business hours he would accommodate my schedule and meet me early in the morning or at night in order to sign and go over paperwork.

I may have purchased a garden style condo but Warren Reynolds treated me like I was purchasing a million dollar estate. It's because of Warren Reynolds that my first time home buying experience was a smooth and positive one.

Sincerely,

A handwritten signature in black ink that reads "Maureen C. Patrick". The signature is written in a cursive style with a large, stylized initial "M".

Maureen C. Patrick

*August 25<sup>th</sup> 2004*

To whom it may concern,

After signing up for listings online we started receiving emails from Warren Reynolds. At that time we were working with another agent but weren't satisfied with her and decided to try working with Warren. Right from our first meeting with him, we were very impressed with his follow-up, knowledge about the housing market and his sincerity.

While Warren's expertise was mainly in the greater I-495 area in MA, our initial search was in Newton, Needham and Watertown which is further away. Rain, snow or shine, he never failed to diligently drive us to see the properties. After a few months of searching, we had to put the house hunt on hold due to personal reasons.

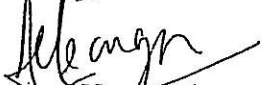
Warren inquired our silence and re-initiated the house hunt. This time, he helped us re-assess our new situation and guided us in making a decision on location and type of house.

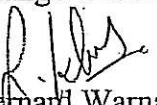
He has tremendous experience in residential real estate and is capable of accurately assessing properties just by looking at the limited description in the listings. Once on sight he is quick to figure out past issues, current issues and potential future issues with properties and/or their locations. On many occasions, when we were busy worrying about the intricacies inside the house, he pointed out the pluses and the minuses of the neighborhood. His skilled eye was key to finding the unlisted yet important information on each house.

With Warren's help we are now buying a beautiful home in Franklin, MA. We are very happy and confident that we are buying the correct house as Warren's service and expertise trained us in assessing properties. We were time-pressed, yet we wanted to buy the right house at the right price. Warren did all the follow-up, scheduling and research, which was vital considering our busy schedules.

We highly recommend his sincere service to anyone who has a unique need in searching to buy a home:

Sincerely,

  
Aranga Warnakulasooriya.

  
Bernard Warnakulasooriya.

Warren Reynolds

Coldwell Banker- Hunneman & Company  
38 Pond St.

Franklin, Ma 02038

May 13, 2004

To Whom It May Concern:

The purpose of this letter is to highly recommend Warren Reynolds as a selling agent.

My wife and I had what we considered to be unrealistic timing issues. We needed to sell our house and close on our new house within four weeks of our first meeting with Warren. To be honest, I didn't think we would be able to do it. We owned a beautiful antique colonial and we knew that it would take a special person to buy a house that had the quirks and charm that our house had.

After our first meeting with Warren, we had the utmost confidence that our house would sell. His professionalism was unmatched by any other realtor that we spoke with. He was always very accessible and returned our phone calls promptly. We never felt like we were a burden to him and he was always reassuring. I honestly believe we would not have sold our house and been able to move into our new home without his help. Thank you Warren!

Sincerely,

A handwritten signature in cursive script, appearing to read "Patrick & Amy Weidman". The signature is written in dark ink and is positioned to the right of the word "Sincerely,".

Patrick & Amy Weidman

March 24, 2004

To Whom It May Concern:

We would like to commend Warren Reynolds of Coldwell Banker, Franklin for the exceptional service that he provided us for our real estate needs.

Our working relationship with Warren spanned a period of ten months from June 2003 through March 2004, when he represented us in both the purchase of our new home in Hopkinton and the sale of our town home in Ashland. We initially started on our own in house-hunting. After going to several open houses and quite a few private showings, we opted to work exclusively with Warren. Our impression of him when we first met him after he showed us one property was very favorable. He was not into hard-selling properties and instead listened to our very specific requirements and preferences. We were very definite about not being in a rush to buy as our priority was getting the right house for us. Our preferences were also atypical of what appealed to the general market.

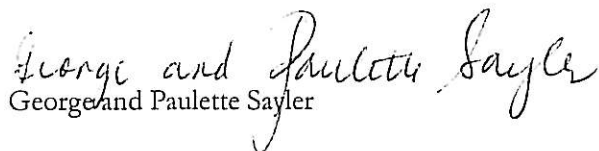
Our first impression remained consistent throughout the buying process. He advised us accordingly and meticulously pointed out and cautioned us about potential problem signs or layout/structural considerations. His experience certainly worked to our advantage and made us more informed as buyers as a result. We also witnessed his people skills when he smoothened a tenuous period with the seller during inspection.

As a seller's agent, Warren was very strategic in his approach to marketing our home and sensitive to our showing restrictions since we have dogs. He utilized innovative marketing tools, was receptive and reactive to market responses and kept abreast of the competition by constantly previewing the current inventory. We were able to sell our property at close to asking price within a reasonable amount of time even though we hit the market shortly after the holidays when market movement is considered slow. Even as the first deal fell apart due to the buyers' unreasonable demands, he was proactive in ensuring that we did not miss a step by planning ahead of time and prepping us adequately. He also provided an audience for us to vent our frustrations whenever needed. We were able to sell our home the first day we went back on the market on more favorable terms than the previous agreement.

In both transactions, Warren stayed on top of all our paperwork requirements and significant interim dates to ensure smooth sailing. While we heard some of our friends complain about the lack of communication with their realtors, the same was not true with Warren. He maintained constant contact with us, responded to all our concerns in a timely manner and followed up issues through their resolution. He was also ever present as our advocate during critical times such as the inspection of both properties when his counterparts were not with their clients.

In writing this letter, we strongly encourage prospective buyers and/or sellers to seriously consider enlisting his services. Our positive first-hand experience is a testament to his excellent qualities as a first-rate realtor.

Sincerely,

  
George and Paulette Saylor

Ted & Jess Williamson

40 Pinehurst Ave.  
Auburn, MA 01501  
(508) 832-7866  
tqw123@netzero.com

March 20, 2004

To who it may concern,

We purchased our second home in January, in Auburn, MA. This search followed a relocation from Pennsylvania, and a short time renting. Warren Reynolds assisted us in finding what has turned out to be a fabulous home for us.

We knew right away that Warren was going to be great to work with. He clearly defined his role and what services he could and would provide. Warren seemed to have a great understanding of exactly what we were looking for and did not ever try to steer us in the wrong direction. Whereas he cautiously refrained from making decisions for us, his ideas, recommendations and forethought were always communicated clearly, concisely, and accurately. We always felt comfortable with the information that Warren was providing to us.

No matter what the circumstances, Warren always made himself available and was there to guide and represent us. He made every effort to work around our schedule, as busy as he was with other clients. He continued to provide support through our move in to our new home, including recommending a company for chimney repair. My husband and I were very pleased with the results. We have a great respect for Warren's knowledge of real estate in general, as well as all of the related legal and financial aspects of real estate.

Finally, we both highly recommend Warren. He will be the first person we call when we decide to search for our next home.

Sincerely,

19 Parliament Dr.  
Franklin, MA 02038

February 17, 2004

To Whom It May Concern  
Coldwell Banker  
393 West Central St.  
Franklin, MA 02038

To Whom It May Concern:

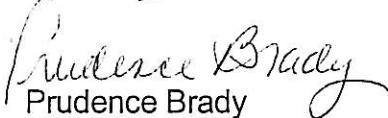
**Subject: Warren Reynolds**

I am writing to tell you about the wonderful service my husband and I received from Warren Reynolds. We had been casually looking for a house for sometime when we met Warren at a home he was selling. While the house wasn't exactly what we were looking for Warren offered to show us more homes in the area. We were living in Boston at the time and Warren was very helpful and accommodating with our schedules and our small child. We signed Warren as our Buyers agent because we felt he knew what we wanted in a home. We also could tell that Warren was a very honest and genuine person. Before you knew it we were putting an offer in on our new home. Being first time home buyers Warren was very helpful in explaining the process and putting us at ease.

I will be recommending Warren to anyone I know who is looking for a home in the greater 495 area.

If my husband and I ever decide to sell our home, Warren will be the first person we call.

Sincerely,

  
Prudence Brady

**Janice Swenson  
52 Pleasant Street  
Franklin, MA 02038**

January 12, 2004

Coldwell Banker Residential Brokerage  
393 West Central Street  
Franklin, MA 02038

To Whom It May Concern:

I would like to express my appreciation for all the help and hard work Warren Reynolds provided to ensure the sale of my home at 52 Pleasant Street in Franklin. As the seller of an "antique" home, I appreciated Warren's interest and knowledge of antique homes so that the house could be marketed to the "right" buyer. Additionally, Warren was always available to respond to any questions or concerns I may have had and always returned my phone calls in a prompt and professional manner.

Also, the great service Warren provided did not end with the actual sale of my home, Warren continued to handle the "small" details, i.e. the home inspection, water meter reading, etc..., right up until the actual closing date.

In closing, I would like to say that Warren was a pleasure to work with and I would highly recommend him to my family and friends!

Sincerely,



Janice Swenson

January 9, 2004

To Whom It May Concern,

I usually trust people who speak my own language. But when I met Warren, I felt very comfortable and he seemed very trustworthy.

Warren is a very good real estate agent for me. He is very understanding and treats me with respect. He is very professional and handled all problems for me when I sold my condo unit. I also bought my next home from him. Thank you.

A handwritten signature in cursive script that reads "Carol Cho". The signature is written in black ink and is positioned above the printed name and address.

Carol Cho  
2 Bucky Drive, Bellingham

December 1, 2003

To Whom It May Concern:

Mr. Warren Reynolds acted as my real estate agent during the recent sale of my Wrentham home.

Mr. Reynolds was extremely professional and pleasant during the entire sale process. He proactively kept me posted along each phase of the transaction and demonstrated great initiative when obstacles arose. He made the process as stress free as possible.

I would highly recommend Mr. Reynolds to anyone looking to purchase or sell their home.

Sincerely,

Delia Palmborg

October 8, 2003

Coldwell Banker  
Franklin, MA

Dear Sirs;

My wife and I recently sold our home in Franklin and bought one in Wrentham. Our agent for both transactions was Warren Reynolds, and his willingness to exceed normal demands to make the transactions work and work conveniently deserves commendation.

We looked last year – using another agent – and were not satisfied with the process, so it was with some trepidation that we started the process again this summer. Warren was a welcome change from our earlier agent. He is well informed and greatly helpful in all matters. He used the internet to update us on possible homes and walked us through two unsuccessful efforts and one that finally paid off for us. His patience and calm were welcome, and he kept us going when our patience and strength were flagging.

We hope to stay in this home forever, but – should things change and we have to move again – we wouldn't consider anyone other than Warren to help us through the transition. We had specific criteria in mind for our home, and he understood them and screened the available properties so we saw only those we might consider. Throughout he was encouraging and supportive, and he even helped us out with parking for one of our trucks the night of the move. This was something unexpected and wonderful.

It is nice to know that there are some good people out there when we need help. Warren is one of the best.

Sincerely,

Jerome K. McDonough

Hazel B. McDonough

Tuesday, September 23, 2003

Subject: Warren Reynolds, Coldwell Banker Realtor

To: Susan O'Reilly  
Cendant Mobility

From: Shannon Hansen  
30 Quince Island Rd  
Franklin, MA 02038

Susan,

Having recently completed my move, I wanted to share with you my incredible housing journey and my greatest survival tool: Warren Reynolds. Warren has been a fountain of knowledge and wisdom and has assisted me during the most horrific of times. As you may recall, my husband Mark suddenly and unexpectedly passed away this June right in the middle of our move from Texas to Massachusetts. Upon Mark's passing, I was totally un-grounded not being from this area and overwhelmed with grief. It is times like this that you need the most outstanding of outstanding realtors. That's what I had in Warren Reynolds. He was not only there for me to address my housing needs but was an invaluable trusted advisor. With my situation, I had to pull out of a house under construction that I could no longer afford and find affordable housing fitting my new lifestyle. With Warren's understanding of the area and my needs, I was able to locate new housing quickly and painlessly – minimizing my already lengthy hotel stay. Warren also connected me with current owners in my new community who have also been priceless assets.

I cannot adequately sum up into words how Warren has been such an outstanding resource. But I can express to you how I could NOT have survived without him. Furthermore, I would strongly recommend that you send ALL your clients who are relocating to this area his way. They will totally thank you for it!

Sincerely,

A handwritten signature in black ink, appearing to read 'Shannon Hansen', with a long horizontal line extending to the right.

Shannon Hansen  
General Dynamics C4 Systems and Cendant Mobility Client

cc: Coldwell Banker Residential Brokerage, New England Region  
Warren Reynolds

Jim and Joy Bencivenga  
89 E. Bluff Rd.  
Ashland, MA 01721  
8/12/03

Caldwell Banker

Just over two and half years ago the managing editor at the newspaper where I work mentioned I might be reassigned. We had moved to Franklin four years before that and had noticed some houses go up for sale in the neighborhood and then be sold. DeWolfe was the company and Warren Reynolds was the agent.

We contacted Warren for a market appraisal and, obviously, we liked his understated, market oriented approach. I was not transferred at the time but we kept in contact with Warren and every so often he would take us for a quick look at some older, more traditional homes in Franklin. We built a relationship of trust so that when we decided to sell our house and move closer to Boston the call to Warren was automatic.

We are completely satisfied – from start to finish – with how Warren, and the not inconsiderable resources of Caldwell Banker, served us in the sale of our home at 121 Country Club Drive in Franklin.

We had a few hurdles, not the least of which was the discovery that our chimney had pulled away from the house and had to be rebuilt. This delayed the sale of our house two months. (We had three offers in the first open house, but upon the house inspection finding the chimney problem we were in limbo until it's completion).

The devil is in the details and Warren exorcised many devils in our transaction. One example should suffice. We had an offer from a

single professional women (it turned out to be the one we accepted and she ultimately purchased our house). She had made an offer on a previous house and been overtly deceived by the seller. Warren sensed that her comfort level would need stroking. He arranged for a few “unofficial” inspections by contractor friends of hers. She changed an offer from \$315k to full asking price of \$339,500.

We would not hesitate to recommend Warren as a broker to friends or colleagues (and already have done so).

Sincerely,

  
Jim and Joy Bencivenga

Coldwell Banker Residential Brokerage  
38 Pond Street, Suite 108  
Franklin, MA 02038

July 1, 2003

To Whom It May Concern,

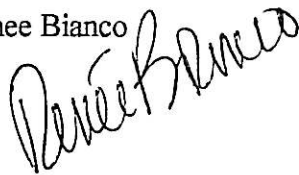
We have just recently purchased a home through Coldwell Banker Residential Broker. More importantly with Warren Reynolds.

We have purchased a few homes in our past and none can compare to the service and close attention we received from Warren! He has helped make our purchase totally stress-free and enjoyable. He is truly an asset to your team!

Should we need your services in the future we will not hesitate to call Coldwell Banker. Our heartfelt thanks and appreciation to both your company and to Warren.

Most respectfully,

David and Renee Bianco

A handwritten signature in cursive script, appearing to read "Renee Bianco", written in black ink. The signature is slanted and overlaps the printed name "David and Renee Bianco" above it.

3/14/03

To whom it may concern:

I am writing to tell you about my experience in home buying with Warren Reynolds. My wife and I were recently looking for our first home. We were involved in the heated market of home buying and were a little confused in frustrated. We went to an open house where we met Mr. Reynolds.

We told him of our frustration with the whole process and he was very understanding. From that time he became our buyer broker and he was always there for us. Throughout the process Warren kept on top of all our concerns regarding the buying experience. There was never a time when we did not receive a call from Warren reassuring us about the process. He was very honest with us and was very willing to point out not only the good points of a house but the bad as well. We did not feel so much that Warren was selling us a house as we felt that we had a friend helping us find the right house that best fit us.

We would definitely recommend Mr. Warren Reynolds to anyone that wants a pleasant experience in home buying.

Sincerely;

David and Eleni Braley

December 13, 2002

Coldwell Banker Residential Mortgage  
38 Pond Street #108  
Franklin, MA 02038

Subject: Letter of Recommendation for Warren Reynolds

To Whom It May Concern:

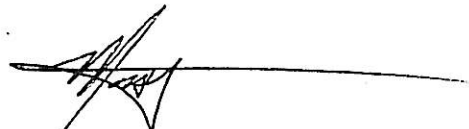
My family and I just closed on our new house in Grafton Massachusetts and we want to commend the outstanding efforts by Warren in helping us to first find the house and then diligently assisting us through the entire closing process. Warren's extensive knowledge of the market and willingness to go above and beyond facilitated a smooth cross-country relocation for my entire family.

During our house hunting visits, Warren provided valuable town information and spent an extensive amount of time showing us both towns and listings to determine exactly our wants. Then, while we were in Idaho, he would continuously visit new listings in Massachusetts and report back to us on his findings.

Once we found the right house and made the offer, he continued by our side to make sure we understood the closing process and did not miss any critical steps.

During the entire relocation process, Warren was easy to contact, quick to respond, and provided insightful answers to our questions. Warren always made my wife and I feel as if we were his number one priority. We will highly recommend him to friends and family.

Sincerely,



Matt Troyer

June 14, 2002

DeWolfe Real Estate  
365 West Central Street  
Franklin, MA 02038

Dear Sir or Madam:

We are writing in reference to the exemplary services that were provided to us by Warren Reynolds of DeWolfe Real Estate in Franklin throughout our course of house searching.

We initially contacted Warren in August of 2001 expressing our interest in finding a home in the Franklin, Medway, Norfolk and/or Wrentham, Massachusetts area. We explained to Warren that, at the time, we were not in the position to actually purchase a home. We were simply interested in surveying the current real estate trends in our target market. We were deliberately deferring our home buying search until the first of the 2002 season due to job related reasons. We were intentionally clear with our home buying timeline to Warren so that we would be informed of the real estate market yet would not be pressured so early in the process.

Warren responded in an understanding and utmost professional manner. He continued to update us on the current home sale market conditions via email and various mailings. These updates were provided pressure-free. Once January 2002 approached and we evolved into "serious" homebuyers – genuinely looking for a home, Warren matched our level of interest with his attentiveness. Through our entire home searching process – from the first property viewing to the day of our closing – Warren served as our realtor with tremendous professionalism. He was steadily prompt for appointments, accurate with information and responsive to our various requests. Every phone call was returned promptly and every questioned answered suitably.

In fact, on one occasion, we were interested in seeing a home that recently was placed on the market. Unfortunately, Warren had a family emergency that required his full attention. Even though he was unavailable, he immediately arranged for a colleague to show us the home. He sensed that this home sparked our interest and did not want us to miss out on the opportunity to make a bid. In short, we ultimately purchased this home.

In closing, we were very pleased to have Warren Reynolds serve as our realtor. Without hesitation, we would strongly recommend Warren to anyone in the market for a home.

Sincerely

  
Michael & Jenna Ready

6/4/02

To Whom it may concern,

I am very pleased with my overall experience with DeWolf and especially Warren Reynolds. He helped and guided me every step of the way with the sale of my home. I would highly recommend Mr. Reynolds to anyone planning to sell their home.

Thank you,  
Donna Kramaz

April 22, 2002

To Whom It May Concern:

I listed my condominium with Warren Reynolds because he had successfully and quickly previously sold two units in my development. I was moving because of a company relocation, and would be working out-of-state while the house was on the market. I needed a broker that would "handle it all", and I had been pleased with the home-mailing campaign that Warren had done to market the earlier units sold. I believed that Warren would take the same care and attention to detail when listing my townhouse.

I am pleased to say that Warren lived up to every expectation and then some. It is a stressful time to have your house on the market, and this process is made even more difficult when working and living out-of-state. Warren handled every detail, and kept me informed on how the showings were going. He also managed to keep me calm and positive about the process, even when the Patriot's managed to make it to the Super Bowl, which unfortunately for me was the date of our first open house. It wasn't a problem, and Warren quickly scheduled a second open house.

The excellent service did not stop after an offer was accepted. Warren continued to handle all inspections and small details, right up to the closing date.

I made the right choice when I selected Warren Reynolds as the listing agent on my townhouse. He had an excellent understanding of the market and ensured that the marketing and sale of my townhouse was a smooth and positive experience.

Sincerely,

A handwritten signature in black ink, appearing to read "Beth Kornblatt", written in a cursive style.

Beth Kornblatt

22 Bucky Drive, Bellingham MA

February 22,2002

Subhasis Pal  
7 Equestrian Dr  
Hopkinton, MA 01748

Mr. Warren H. K. Reynolds  
DeWolfe  
Franklin, Ma 02038

Dear Warren,

I wanted to take this opportunity to thank you for the outstanding work you have done in the last 2 months selling my condominium at 93 Highwood Drive. I am extremely impressed with how easy you made this process for my wife and I, by handling every detail in a timely and professional manner. I also appreciate your help and advice during the negotiation phase and am very pleased with the final selling price. I did not expect to sell the condo so quickly, especially during the slow winter season. Your persistence and hard work is directly responsible for this. Initially we chose you among all the brokers we interviewed because you were the only one that committed to preparing the condo, ads, photo shoot and hosting the open house by the date I wanted the condo on the market. In fact, as I recall you only had about 5 days to prepare, and you did a great job!! I will definitely recommend you to my family, friends and colleagues.

Thank you again,

Regards,



Subhasis Pal

**Barbara S. O'Brien  
20 Spruce Pond Road  
Franklin, MA 02038**

January 2, 2002

Mr. Warren H. K. Reynolds, GRI  
DeWolfe Realty  
385 West Central Street  
Franklin, MA 02038

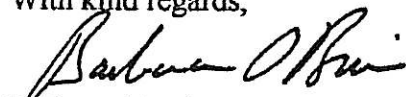
Re: Sale of 20 Spruce Pond Road, Franklin, MA

Dear Warren:

I chose to list my property with you based on your most professional and accurate market analysis. It was a good choice. I very much appreciate your keeping in touch via e-mail while I was away during the time the townhouse was on the market. Thank you for selling my place quickly and taking care of all the necessary preparations for the sale. You always returned my calls promptly, answered any questions patiently, and made good suggestions to ease the whole process of relocating.

It was a pleasure working with you and I will highly recommend you to anyone who is looking for a good realtor.

With kind regards,

  
Barbara O'Brien

November 13, 2001

Louis-Philippe Monestime, CPA  
Anita W. Monestime  
3 Bucky Drive  
Bellingham, MA 02019

Subject: Recommendation for Warren Reynolds, GRI, JD

To Whom It May Concern:

My wife & I decided to sell our home this year and wanted a trusted professional to handle the sale. We heard about Warren and the success he'd had in attracting qualified buyers, managing the selling process and closing real estate transactions. We decided to approach him.

We engaged him as our selling broker and could see from the start that he was a true professional. Warren did not wait for us to call him with questions, he anticipated them and provided us with the answers. He did not embellish on his successes; instead he merely mentioned what he had been able to do for his past and present clients. He did not soften when the market appeared to be softening, and recommend that we lower our asking price. Instead, he asked us to hang on, continue to show our home, knowing our price was fair and attainable.

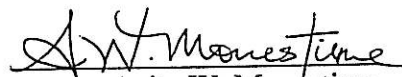
We listed our home the same week that the tragic terrorist incidents took place in New York. We feared that our timing could not have been worse. Warren helped us by keeping his resolve, comforting us when we needed it, and accurately tracking real estate market trends.

Thanks to Warren, we were able to find the right buyers and achieve our selling goals.

We highly recommend Warren to any person looking to sell or purchase a home.

Sincerely,

  
Louis-Philippe Monestime, CPA

  
Anita W. Monestime

November 11, 2001

Warren Reynolds  
De Wolfe New England Real Estate  
385 W Central St  
Franklin, MA 02038

Dear Warren,

I'm writing this letter to highly refer you to any future homebuyers or sellers.

The way that you presented our home for sale was very professional. We never thought that we would have a solid buyer within just 2 weeks of going on the market. Both Anna and I credit you for your professionalism in showing our property and finding our new home. From the times when you had showed us homes at the beginning it seemed like you just knew what we wanted. By the next showings you found us the home that we were looking for. We can't Thank you enough for making our selling and purchasing of a new home a pleasant experience. From start to finish you helped us every step of the way with advice, experience, and a helping hand whenever needed. We wanted to write this letter to you Warren, letting you know that we greatly appreciate all the hard work that you have done for us.

Anna and I both wish you continued success and would highly recommend you to any future clients.

Sincerely,

A handwritten signature in cursive script that reads "Mark & Anna". The ink is dark and the writing is fluid.

Mark and Anna

August 5,2001

Robert Patterson  
Barbara Patterson  
17 Buckeye Drive

Bellingham, Ma.02019

To Whom It May Concern:

We would like to take the time to express our appreciation for the time and effort Warren Reynolds did in helping us to sell our home. He was always there for us. Throughout the process Warren kept on top of all our concerns regarding our sale of our home. He also helped us with finding our new home. He did a great deal of searching for us. Warren worked for us, and looked out for our best interest. Whenever we called Warren he was there to answer any questions we had. He is a very professional and caring person. We would not hesitate to recommend Warren to anyone of our friends or family in the purchasing of a new home.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Patterson", with a large, sweeping flourish at the end.

Robert Patterson

A handwritten signature in black ink, appearing to read "Barbara Patterson", written in a cursive style.

Barbara Patterson

*Karen M. Bowen*

July 31, 2001

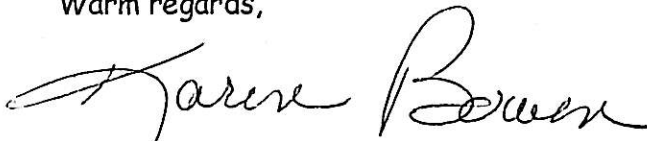
Mr. Warren Reynolds  
DeWolfe Real Estate  
365 W. Central Street  
Franklin, MA 02038

Dear Warren,

Thank you, thank you - we did it! I'm safely and happily moved thanks to you and just wanted to tell you how happy I with your work on my behalf.

Your willingness to go the extra mile made my home and work transition much more pleasurable than I expected and I'm most grateful. You were recommended to me by a friend who appreciated your integrity, expertise, friendliness and conscientiousness - qualities that I have witnessed in abundance as we've worked together. The quick sale of my home and your creative approach to all aspects of my move, helped make the transition easy and pleasurable. Again, thank you.

Warm regards,



Karen M. Bowen

Bruce A. and Judith J. Kirchhoff  
625 Ridgewood Road  
Maplewood, NJ 07040

February 22, 2001

To whom it may concern

Subject: Recommendation for Warren Reynolds – Real estate broker

Warren Reynolds has served as our broker for the sale of our house at 20 Pleasant Street, Franklin, MA. We contracted for his services in September, 2000 and sold the house in January, 2001. We have purchased and sold houses before, but we have never had a real estate broker who worked as hard or effectively as Warren Reynolds. He was outstanding in every aspect of the process.

Two characteristics stand out. First, he was not afraid to argue with our views when he believed we were wrong. Eventually, he proved right in most instances of disagreement.

Second, since we were living a great distance from the property (260 miles), Warren took it upon himself to attend to a myriad of details that required local attention. We never had to ask; in most cases, he initiated the actions. For example, the house needed several repairs and Warren searched for contractors and provided access to the house for bidding and construction purposes. He also took care of inspecting the contractor's work, canceling the contract with the providers of fuel oil, obtaining a quantity reading on the remaining fuel in the oil tank, arranged for a final reading on the water meter, and checked the house for cleanliness after the occupants moved out. He arranged for a lawyer to advise us on how to prevent problems with the house's tenants since they were forced to move out because of the sale. In other words, Warren not only sold the house, he also made it possible for the sale to be completed without us having to drive the 260 miles even once.

We highly recommend Warren to other sellers or buyers of houses.

  
Bruce A. Kirchhoff

  
Judith J. Kirchhoff

April 5, 2000

DeWolfe  
365 W Central St  
Franklin, MA. 02038

To Whom It May Concern:

SUBJECT: RELOCATION

I have recently relocated from Connecticut to Massachusetts due to a change in employment. My current employer for assistance with my relocation and house hunting expeditions referred me to DeWolfe.

Warren Reynolds was assigned as my realtor. Being totally unfamiliar with the area, Warren immediately made me feel at ease and was very familiar with the surrounding area and its history. Warren discussed all the available properties and was very well prepared with all the necessary information when we went to look at them. Warren was extremely helpful during my transition into the area providing me with the necessary town information, school information and general information about the surrounding areas. Warren made the relocation a very positive experience for my family and I.

In the future, I would not hesitate to use DeWolfe and especially Warren as my realtor of choice.

Thank you for an enjoyable experience.

Sincerely,

A handwritten signature in cursive script that reads "Doug O'Brien". The signature is written in black ink and is positioned below the word "Sincerely,".

Doug O'Brien  
VP Information Technology  
Utilicom Networks

Roger  
Williams

MEDICAL  
CENTER

Roger Williams  
Hospital

Cancer Center

825 Chalkstone Avenue  
Providence  
Rhode Island 02908-4735  
(401) 456-6565  
(401) 456-6793 FAX

Gerald J. Elfenbein, M.D.  
Director, Cancer Center  
Director, Blood and Marrow  
Transplant Program

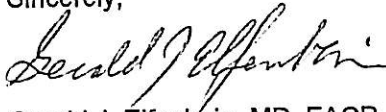
April 17, 2000

To Whom It May Concern:

Re: Warren H. K. Reynolds, GRI, JD

Mr. Warren H. K. Reynolds, GRI, JD of DeWolfe in Franklin, MA has been extraordinarily helpful to me and my wife (Dianne S. Elfenbein, MD) in the purchase of a home in Franklin, MA. We have been involved in a very complicated, staged, relocation to the Northeast from Tampa, Florida. We chose Franklin because of its location with respect to my job, my wife's job in Worcester, MA, and our children's location at school in Cambridge, MA. Mr. Reynolds served our needs to an extent that we considered above and beyond the call of duty.

Sincerely,



Gerald J. Elfenbein, MD, FACP  
Director, Cancer Center  
Director, Blood and Marrow Transplant Program

GJE:cl



A Major Teaching and Research Affiliate of  
The Boston University School of Medicine



# Town of Franklin Fire Department

Tel. (508) 528-2323  
Fax. (508) 520-4912

40 West Central St.  
Franklin, Ma 02038

Gary B. McCarraher, Fire Chief

Paul J. Sharpe, Jr., Deputy Chief

March 6, 2000

To Whom It May Concern:

The purpose of this correspondence is to express the high level of satisfaction and service provided to my family by Warren Reynolds during my recent move from Derry, New Hampshire to Franklin, Massachusetts. This move was necessitated by my appointment as Fire Chief for the Town of Franklin.

My meeting with Warren was purely one of chance. On my way home from a screening interview with Town Officials, I stopped at the DeWolfe office to obtain a home sale brochure for Franklin and surrounding areas for my wife. In all candor, DeWolfe would not have been a company I would have pursued, however, from my initial meeting with Warren, I was impressed with his demeanor and focus on the needs of my family.

Upon receiving the position in Franklin, my wife and I met with Warren. His first question was to understand our most important needs from him during our interactions. From that point forward, he continued to meet and exceed our expectations and needs in moving our family to Franklin. Warren facilitated our initial introduction to DeWolfe's mortgage service and coordinated our needs and contacts throughout the process. Warren also introduced us to the many services offered through DeWolfe to insure a smooth transition from New Hampshire to Massachusetts. Although DeWolfe was not involved in handling the sale of our New Hampshire home, Warren was a great source of support and information when the pending sale nearly dissolved over the presence of radon.

In brief, I was extremely please with my experience with Warren Reynolds. This has been my fifth interstate move and by far the easiest and most positive. Should another move arise for my family I am certain DeWolfe will be the company we choose.

Thank you for your attention regarding this matter. Please contact me should you have any questions.

Sincerely,

A handwritten signature in cursive script that reads "Gary B. McCarraher".

Gary B. McCarraher

✓

**DEWOLFE**  
**HOMESELLING QUALITY EVALUATION**  
*for*  
**Dorothy Broghammer**

(Circle one)

- Was our office staff friendly and helpful?       Yes      No      N/A
- Were our facilities neat and clean?       Yes      No      N/A
- Were you kept regularly informed about market conditions?       Yes      No      N/A
- Were you satisfied with our marketing service?       Yes      No      N/A
- Were you offered relocation information? *Didn't need it*      Yes       No      N/A
- Were you satisfied with the selling process?       Yes      No      N/A
- Would you use our services again?       Yes      No      N/A
- Would you recommend our services to others?       Yes      No      N/A
- May we use you as a reference?       Yes      No      N/A

How did you find us? (circle one) *Warren sold my daughters home*

Reputation	Previous business dealings	Referred by <i>a friend daughter</i>	Advertising	Relocation Services	Knew Associate
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How can we improve or additional comments:

*I would recommend Warren, he made the process of moving stressful free, I couldn't have done it without him. He also loves his work and people can trust him, your lucky to have him.*

New Address: *haven't moved yet but any day now -*

Associate: Warren Reynolds / Franklin Office  
 Date Sent: October 12, 2000      TT: 36833

*22-4 T-hayer Pond  
 North Oxford, Ma.*



April 25, 2000

Ms. Patricia Griffin, President  
DeWolfe Corporate Services  
80 Hayden Avenue  
Lexington, MA 02421

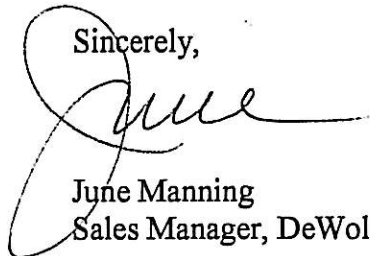
Dear Pat;

I would like to recommend Warren Reynolds for Relocation Certification. Warren has been with DeWolfe in Franklin since January, 1999. He has shown a great ability to service buyers as well as sellers particularly at the executive level and has received many commendations from them after the closing.

Warren is a true dedicated professional who, I know, would work well with relocation customers as he has great follow through abilities. He also doesn't get ruffled when the going gets tough, but digs in and completes the task. He always tries to make their lives a little less hectic by recommending the "One Stop Shopping" concept that is what we are all about.

Thanks for your consideration, I know you will not be disappointed.

Sincerely,



June Manning  
Sales Manager, DeWolfe Franklin