

**MICHELLE I. GAGNON**

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Mr. Billy Wynn  
Re/Max On the Blvd.  
14242 Ventura Blvd.  
Sherman Oaks, Ca. 91408

Dear Billy,

I would like to thank you from the bottom of my heart for everything you have done.

Let me first mention that you certainly went *above* and *beyond* the "call of duty" of a Real Estate Agent, by your professionalism, knowledge, and most importantly your friendship. (I'm sure that feeding Hummingbirds is not part of your job description.)

Not only was this a difficult time for me due to the sudden death of my mother, but I also lived in New York (3,000 miles away). The extremely difficult current Real Estate market, coupled with the stringent loan rules, did not make things any easier. However, you were always available to help with everything. You worked tirelessly day and night, and your dedication was just unbelievable. You were able to coordinate the many aspects of this sale, all the while keeping your pleasant disposition and your honesty and integrity gave me great peace of mind.

More importantly, your true friendship will not be forgotten. You were kind and sympathetic and I can easily see why you are such an asset to Re/Max.

Billy, I wish you and your family a very prosperous, healthy, and happy New Year and once again, can't thank you enough.

Cheerfully,  
  
Michelle Gagnon

For the Family of  
Ilona Reksz  
3431 Alginet Drive  
Encino, CA

PS. Please do not hesitate to give my telephone number to anyone that might be interested in a reference.