

From: [Kylie Fraser](#)
To: michael@louiscarr.com.au
Cc: andrew@louiscarr.com.au
Sent: Sunday, April 05, 2009 7:22 PM
Subject: Sale of 16 Harvard Circuit; Rouse Hill

G'day Michael,

We met very briefly at an open home some weeks ago.

However, this is a note of extreme thanks to your company for what you have done for our family, but more so to extend my appreciation to that of Andrew Patman and to the way in which he conducted himself throughout our selling process.

Having a sales back background it is easy to understand the negative comments that are thrown around against, and in relation to sales people.

This young guy is someone who has shown integrity, provided honest feedback and been empathetic to the whole process.

He said what he would do and did what he said, his drive and attention to detail was best in class, having held a senior role within Toyota Motor Company I can say he is one of "best in class."

We have since passed on leads and will continue to do so throughout our network as our friends and family look for options, they don't have time to waste and predominantly don't suffer fools.

Our experience has been enjoyable and would warmly like to thank Andrew for what he has done.

Kind Regards

Tim & Kylie Fraser

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