



12th February 2005

Patrick Bright
EPS Property Search
Level 1, 21 Grosvenor Street
Neutral Bay
Sydney, NSW 2089

Dear Pat,

Last week I moved into my new home in Willoughby. The whole buying process was completed within a week (from first viewing to signed contracts). I am delighted with the property and it will make a great home for me.

My search for a suitable home had been long, in market with few good properties and many unrealistic vendor expectations. Prior experience of Real Estate Agents, and their frequent poor service to potential buyers, had made me disillusioned about the whole buying process - especially finding a good quality property at a fair market price.

Since meeting you, and engaging EPS Property Search, the process became streamlined and focused. Your team quickly identified my needs and confirmed that my expectations were realistic. You made good use of my limited time to show me a number of potential properties, provided me with excellent advice and educated me on the Sydney Real Estate market.

Specifically I have been impressed by your speed in engaging with vendors, arranging searches, performing valuations on potential houses and your negotiating skills. You kept me focussed on the real value and benefits of each opportunity.

Although EPS clearly works as a close team I must specifically thank Nonnie LaPage for her hard diligent work together with her 'sixth sense' in understanding my needs when I could not clearly articulate them!

Thank you.

Yours sincerely,



John Plumb