

1<sup>st</sup> June 2002

To Whom It May Concern

After yet another year of lodging my tax return with only the promise of a small return, my accountant suggested I purchase an investment property to help reduce my taxable income. The long-term benefit being owning another property, which I could sell on retirement or retain and enjoy the rental income.

My accountant had purchased an investment property in Queensland a couple of years earlier, and had used the services of Glen Wambeek of 21<sup>st</sup> Century Property Investments who he highly recommended.

Property investments had always seemed like a good idea to me, but I was very skeptical of the Queensland market, but decided to contact Glen as he also can organise properties in New South Wales.

I contacted Glen and arranged an appointment for him to visit me at home at a time of my convenience. Glen advised he would forward some information prior to our meeting, and asked me to write down as many questions as I could think of. Glen confirmed our meeting the day before our scheduled appointment, and arrived on our doorstep at the exact time of our meeting. My interest in Forest Lake had been tweaked.

Glen provided ample information on the Forest Lake development, how the market had performed over the last few years, the development timeframe, etc. All this information was backed up with factual documentation, but I still wasn't convinced. My partner and I both have relatives in Brisbane, so thought it would be a good opportunity for us to have a weekend visit to catch up with family and also have a look around the Forest Lake and North Lakes developments for ourselves.

Glen asked us to let him know which weekend we would be travelling, advising he would arrange to pick us up from where we were staying and take us on a tour of both developments. Glen picked us up at the appointed time and proceeded to take us on a very enjoyable journey to both sites. I was very impressed with the whole Forest Lake concept, although I needed to see it for myself to be convinced. Glen took us through an occupied home so I was also able to see first hand the quality of the workmanship of the builders.

The whole process from there on has been a breeze. Glen has overseen the whole construction; sending photos and giving updates on a regular basis. The house was completed well within the stated timeframe, which gave us another excuse to fly up to Queensland to see the finished product. The colour schemes are tasteful and make the choices easy as they have been put together in packages (which can be modified, if you wish). The tiles, carpet and fittings are all a good quality; no corners have been cut in the construction of the house.

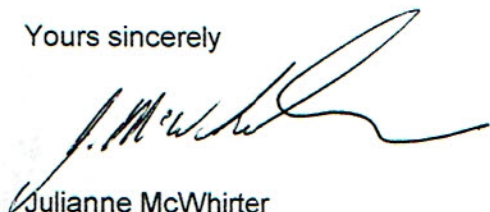
At no time, during the entire process did I feel pressured into buying a property; Glen is not a hard-sell person, the developments sell themselves.

I have absolutely no hesitation in recommending Glen to anyone and everyone. Glen understands people's fears and will go to great lengths to allay them. Glen goes far beyond providing customer service, he is the epitome of customer service, and the service doesn't stop when the final payment has been made. Glen will always return my phone calls within minutes of me leaving a message, and follow up on anything I ask of him promptly. All this is done with a friendly, 'no problem' attitude.

My house was completed on Friday, 26<sup>th</sup> April and my tenants moved in on Saturday, 27<sup>th</sup> April. If my partner or I decide to purchase another investment property, we will go out of our way to be able to use Glen's services again, we know it will be another stress-free purchase.

Glen is a person you can trust implicitly, and stands by everything he says, he will never make a promise he can't deliver. Glen's warmth, friendliness and entertaining stories are just added bonuses.

Yours sincerely

A handwritten signature in black ink, appearing to read 'J. McWhirter', with a long, sweeping flourish extending to the right.

Julianne McWhirter