

Glen Wambeek  
21<sup>st</sup> Century Group  
14 Ross Street  
North Parramatta  
NSW 2151

Dear Glen,

We would like to take this opportunity to thank you not only for your help, but also your continued support in the purchasing of our investment properties.

Our first meeting with you really set the scene for a special friendship. Instantly, we were able to develop a rapport that we knew would be lasting. The personalised service and time spent with us, in our family home, through the initial phase of purchasing our first property demonstrated to us that you were genuinely concerned with helping us make the correct decision for our individual circumstances. At no time during this process did we feel that you were pressuring us into a purchase, but rather supporting us with what we considered to be an extremely big decision.

After making the decision to go through with this purchase we were impressed with the ease in which you made the remainder of the process. From choosing a block of land, the correct house and its colour scheme all in one trip, might initially seem like a rushed decision for some. However, this simply illustrates the effortless that you made of a potentially stressful process.

The extraordinary lengths that you went through to make sure that we were always informed either with a quick phone call, email, letter or occasional photo was a further demonstration of your repeated assistance. Receiving updates on the progress of our investment kept us in the loop and made the whole progression of the house real to us both. Your exceptional communication skills are a special quality that makes us comfortable in asking you questions and advice concerning our financial matters.

The real testament of how impressed we were with you and your associates is in our decision to buy a second property. Once again, the constant feedback and contact that you had with us, even after the completion of our house, gave us the confidence to further strengthen our financial future. Your guidance was again unwavering and personalised.

The second property was completed just as carefree as the first. However, what really impressed us the most were the improvements that had been made to the properties since our last purchase. The new inclusions that were now standard in the houses added another dimension to the quality of the properties and from our point of view made them even more appealing to people looking to rent. We have since investigated the possibility of purchasing a third property to find even more new inclusions in the latest choices of houses. Your insight into what people need and would like in a house plus the quality that you insist they are built with makes your company one of a kind.

It has now been five years since we first made contact and met you. Our two properties have both been successfully completed and were rented as soon as they were finished and have continued to be to this day. We are extremely happy with the professionalism and guidance that you offered us during our purchases. We have been overwhelmed with the honesty, sincerity and integrity that you have shown to us over the years. We have truly enjoyed the many social events that you have so generously invited us to and look forward to continuing this relationship with you and your family in the future.

We are pleased to be associated with you and your company and would be only too happy to personally endorse any of the information contained in this letter. We have no hesitation in recommending you to any of our friends and acquaintances. If there is anything that we can do to for you in the future please feel free to contact us immediately.

A handwritten signature in cursive script, appearing to read "Wayne and Leesa Gillard".

Sincerely yours,  
Wayne and Leesa Gillard