

10 December 2017

Glen Wambreek  
21<sup>st</sup> Century Group  
Springfield Lakes QLD

Dear Glen,

First of all, Rey & I would like to thank you for the guidance you've given us with our property investment, that is, from start to finish.

It seems like it was just a few months ago (first meeting was actually in October 2016) when we sent you the request for information on property investments. It's been over a year now and the property had been completed in September and was quickly rented out. We were surprised that it finished early as we expected it to be finished in December 2017 which you mentioned may be the date of completion when we signed the contract last year.

At first, we didn't pay much attention to the letters from 21<sup>st</sup> Century Group which our tax agent posted to us. We had a very bad experience when we purchased our first investment property 10 years ago in Sydney. We thought we don't want to go through all the hardship and frustrations we encountered with the developer and solicitor at that time.

After the 3<sup>rd</sup> or 4<sup>th</sup> letter, we thought we'll give it a try but will not commit to anything. You are very welcoming and explained everything to us in detail. I guess you had convinced us on that first meeting that we were ready to sign up. Your recommendations, from John, the mortgage broker, to the solicitors and insurance providers were all very good.

You kept us informed every step of the way and we felt that you and your staff have given the whole process a personal touch. As you mentioned, we can ask you and the rest of your staff anything and I can attest to this.

Finally, we wish you, your family and staff a Very Merry Christmas and hope the New Year will bring good health & blessings to everyone!

Warm Regards,

Rey & Lorna Basbas