



DEPARTMENT OF THE AIR FORCE  
AIR EDUCATION AND TRAINING COMMAND

1 July 2004

MEMORANDUM FOR COLDWELL BANKER SUCCESS REALTY AND USAA MOVERS'  
ADVANTAGE

FROM: Major Marc A. D'Auteuil

SUBJECT: Quality of service from George "GII" Varrato II and Lori Klindera

I wanted to take the time to inform you of the incredible quality of service we received from our friends Lori and GII. The moment Lori walked into our house for the first time, we felt a warmth and sincerity that immediately put our minds at ease. Her experience and expertise were also very obvious. She took an interest in OUR house and got us very excited about putting it on the market. By the time she was ready to leave, my wife Candice and I both hugged her and thanked her—we were a team with a mission: to sell a house, have some fun, and make money!

We didn't meet GII face to face until a bit further down the road—he was the man behind the scenes for the initial portion. Again, I couldn't believe his level of expertise after speaking with him numerous times on the phone. While he thanked us for putting our trust in them, it was EXTREMELY easy because of how competent these two professionals are. We recognized the quality of their service because we initially interviewed another realtor (before we contacted Lori and GII). That realtor made us feel like a number. There was no excitement, no personal interest—a real bummer. She also wanted to put our house on the market for 182,500—well below what we wanted. My wife and I were actually depressed when she left the house.

Thank God we didn't stop there! Lori and GII came on the scene and got us fired up; we put our house on the market for 200,000—and had 3 full-price offers within about 4 days!! They were honest with us about the fact that it may be tough to get an appraiser to see it the way they did, but they set out to make a case for our selling price. After hours and hours of research and phone calls and several days of waiting, the appraisal came through at 200,000! Simply awesome!

As the closing date approached, there were problems downstream with some loan documents, etc. GII and Lori told us exactly what was going on every moment—there were some people that were slowing the process down (mostly Title Agency problems and lender problems) and we were forced to close late. While initially this felt uncomfortable, our fearless realtors drew up documents for a pre-possession (which also made us some more money) and put our minds at ease that all was going to go through as planned. AND—IT DID! I cannot thank them enough for the wonderful work they did—keep these two on your team no matter what it takes!

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