



MK
MAR 2004

JAMES MICHAEL CLABORN
CAPT USAF

AGENT: ~~Bonnie~~
G-II / Lari Vanna / Klindera

Dear Captain Claborn:

Thank you for using USAA Movers Advantage® real estate assistance program. In our continuing effort to provide valuable products and the highest standard of service to our members, it is important that we get your feedback regarding your level of satisfaction with the program. By completing the evaluation survey on the reverse side of this letter, you can help us understand how well our team of real estate professionals (USAA Real Estate Coordinator and the assigned Real Estate Agent) met your needs. If you used the program for both Home Purchase and Home Selling transactions, you will receive a separate survey for each transaction.

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Space is provided below for any additional comments you may have regarding the program. A business reply envelope has been provided for your convenience. Thank you for taking the time to complete and return this survey.

Sincerely,

Frances J. Laue

Frances J. Laue
Assistant Vice President
Corporate Research

Please note: We ask that you do not use the enclosed envelope to conduct other USAA business, as it will delay the processing of your transaction.

COMMENTS: G-II & Lari Klindera did an absolutely fantastic job as our realtor in Phoenix. Both Lari & G-II went above and beyond on several occasions and made sure we had no surprises along the way. G-II's knowledge of real estate law was very helpful in our home buying experience. Without a doubt, the client comes first with G-II & Lari!