

Date: 19-Mar-2013

Agent: Megan Irvine

Client: Dean & Hether Lytton

From start to finish of the entire sales cycle Megan Irvine exceeded all of our expectations in selling our home. Megan spent plenty of time with us as we prepared for our sale and gave us a punch list of items that needed to be done for a successful sale. She used her network to refer us to the best contractors needed to complete the necessary work to prepare the home for sale and then used her experience in staging homes to create a beautifully staged home for showings.

Because we took Megan's advice in preparing and staging our home, we were able to sell our home very quickly with multiple offers. Megan's expertise in handling multiple offers and getting the best possible sale for us as sellers was an absolute blessing as our family was relocating for a new job. Her work during negotiations meant a better financial outcome on the sale which helped us in our move to another part of the country. More importantly, it meant that our family would not have to be away from each other as long as we had anticipated having sold the house so quickly.

With the stress of having to sell a house because of relocation we had a lot of questions throughout the 30 day closing process. Whether it was inspection, appraisal, or just the numerous paperwork requests that come with selling a house, Megan was always there in a timely manner to provide the best advice while being very patient with our requests and using her calm demeanor to keep us anxiety free.

Above all, Megan is a hard worker and has a passion for what she does. I had several close friends who are real estate agents that wanted to sell our home. Instead we chose someone we could have a business relationship with. And when it was all over, we ended up with another friend who is an agent in Megan!

Dean Lytton - Pheasant Run, Overland Park, Ks.

Date: 19-Mar-2013

Agent: Megan Irvine

Client: Eric & Amie Nelson

Megan patiently showed us house after house to gently help us realize that we would need to increase our budget to find a house with ALL of the items on our "must have" list. When we finally did find the perfect house, there was no pressure to buy, but just level-headed encouragement for us to make our move if we were ready as the house wasn't going to last long at the seller's asking price. To top everything off, Megan worked extremely hard to sell our old house in only 11 days in a fringe market area. We couldn't be happier with our experience!

Eric & Amie - Nottingham by the Green

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Keith & Valerie Vasey

2445 32nd Avenue Ct
Moline, IL 61265

Dear Keith & Valerie:

Thank you for placing your confidence in our agent Megan Irvine of the Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

1. How well did you understand the services provided by your agent? 1 2 3 4 5 6 7 8 9 10
2. Did you feel well informed about the process of buying or selling your home? 1 2 3 4 5 6 7 8 9 10
3. Did everything happen as you expected and in a timely manner? 1 2 3 4 5 6 7 8 9 10
4. Was your agent responsive to your inquires, and answer all of your questions satisfactorily? 1 2 3 4 5 6 7 8 9 10
5. Did your agent meet or exceed your expectations? 1 2 3 4 5 6 7 8 9 10
6. Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 8 9 10
7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 10
8. If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? 1 2 3 4 5 6 7 8 9 10 NA
9. If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 10
10. If Kansas City Title closed your transaction, was the experience favorable? 1 2 3 4 5 6 7 8 9 10 NA
11. What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 8 9 10
12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 10
13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 10
14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? Yes No

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

Megan had tireless energy to respond to all our requests - always with a cheerfulness & happy to be able to help disposition.

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

George Burns
George Burns, Manager/Broker
Reece & Nichols - Leawood

GeorgeB@ReeceAndNichols.com

4811 W. 136th St, Leawood, Ks, 66224 913-851-7300

*Megan
Great
fans of
yours!!!
-George*

imp

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Jennifer Nelson
5326 W 77th Circle
Prairie Village, Ks 66208

Dear Jennifer:

Thank you for placing your confidence in our agent Megan Irvine of the Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

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| 1. How well did you understand the services provided by your agent? 1 2 3 4 5 6 7 8 9 10 |
| 2. Did you feel well informed about the process of buying or selling your home? 1 2 3 4 5 6 7 8 9 10 |
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| 7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 10 |
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| 9. If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 10 |
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| 12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 10 |
| 13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 10 |
| 14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? Yes No |

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

She was Awesome

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

George Burns

George Burns, Manager/Broker
Reece & Nichols – Leawood

GeorgeB@ReeceAndNichols.com

4811 W. 136th St, Leawood, Ks, 66224 913-851-7300

Megan's kind of says it all!
George

wpp
5/17

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Dusty & Melissa Tanner
2407 W 20th St
Sioux City, Ia 51103

Dear Dusty & Melissa:

Thank you for placing your confidence in our agent **Megan Irvine** of the Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

1. How well did you understand the services provided by your agent? 1 2 3 4 5 6 7 8 9 **10**
2. Did you feel well informed about the process of buying or selling your home? 1 2 3 4 5 6 7 8 9 **10**
3. Did everything happen as you expected and in a timely manner? 1 2 3 4 5 6 7 8 9 **10**
4. Was your agent responsive to your inquires, and answer all of your questions satisfactorily? 1 2 3 4 5 6 7 8 9 **10**
5. Did your agent meet or exceed your expectations? 1 2 3 4 5 6 7 8 9 **10**
6. Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 8 9 **10**
7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 **10**
8. If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? 1 2 3 4 5 6 7 8 9 10
9. If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 **10**
10. If Kansas City Title closed your transaction, was the experience favorable? 1 2 3 4 5 6 7 8 9 10
11. What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 8 9 **10**
12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 **10**
13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 **10**
14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? **Yes** No

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

Megan was very sweet. She really took her time with us & was not pushy. Always available on our schedule.

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

George Burns

George Burns, Manager/Broker
Reece & Nichols – Leawood

GeorgeB@ReeceAndNichols.com

4811 W. 136th St, Leawood, Ks, 66224 913-851-7300

*MK PP
12/7/08*

*Megan,
Yet another
raving
fan!!
-George*

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Douglas L & Ronda A Thompson
7735 Woodstone Ln
Lenexa, Ks 66217

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Dear Douglas & Ronda:

Thank you for placing your confidence in our agent Megan Irvine of Reece & Nichols of Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

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| 5. Did your agent meet or exceed your expectations? 1 2 3 4 5 6 7 8 9 10 |
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| 7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 10 |
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| 11. What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 8 9 10 |
| 12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 10 |
| 13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 10 |
| 14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? <input checked="" type="radio"/> Yes <input type="radio"/> No |

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

Megan did an awesome job. She went above & beyond. It wasn't even the same experience as the last time we used an agent. Great job!

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

George Burns

George Burns, Manager/Broker
Reece & Nichols – Leawood

GeorgeB@ReeceAndNichols.com

4811 W. 136th St, Leawood, Ks, 66224 913-851-7300

*Megan
Terrific!!
-George*

*W.P.P.
1/19/19 sm*

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Mary Jane & Edward Stevenson
7834 W 118th St
Overland Park, Ks 66210

Dear Mary Jane & Edward:

Thank you for placing your confidence in our agent Megan Irvine of Reece & Nichols of Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

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6. Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 8 9 10
7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 10
8. If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? 1 2 3 4 5 6 7 8 9 10 N/A
9. If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 10 N/A
10. If Kansas City Title closed your transaction, was the experience favorable? 1 2 3 4 5 6 7 8 9 10
11. What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 8 9 10
12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 10
13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 10
14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? Yes No

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

Megan was the best-prepared, most-communicative, most accessible, most accommodating, most FUN Agent we have ever experienced. Before the close, the weather & the buyers created some major

difficulties. Megan went way beyond ordinary professional effort & competency to resolve

Sincerely,

George Burns

George Burns, Manager/Broker
Reece & Nichols - Leawood

Ed Stevenson

GeorgeB@ReeceAndNichols.com

Megan! WOW!! Great job! - George

the issues & close the sale. It may be a cliché, but she really is "the best."

in pb

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Daniel & Erin Laughlin
4116 W 73rd Terr
Prairie Village, Ks 66208

Dear Daniel & Erin:

Thank you for placing your confidence in our agent Megan Irvine of Reece & Nichols of Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

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5. Did your agent meet or exceed your expectations? 1 2 3 4 5 6 7 8 9 10
6. Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 8 9 10
7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 10
8. If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? 1 2 3 4 5 6 7 8 9 10 Did not use.
9. If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 10
10. If Kansas City Title closed your transaction, was the experience favorable? 1 2 3 4 5 6 7 8 9 10 Did not use.
11. What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 8 9 10
12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 10
13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 10
14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? Yes No

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

*Megan
You have
a real
fan!!
-George*
Megan was fantastic. We were 1st time homeowners and she guided us through the steps w/ lots of explanation & made buying a home easy. We would recommend her to anyone.

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

George Burns

George Burns, Manager/Broker
Reece & Nichols – Leawood

GeorgeB@ReeceAndNichols.com

4811 W. 136th St, Leawood, Ks, 66224 913-851-7300

*mm
a/21*

Felix sale

Trish Felix [ktfelix@kc.rr.com]

Sent: Tuesday, June 08, 2010 8:29 AM**To:** Megan Irvine**Cc:** ktfelix@kc.rr.com

Megan:

I have been meaning to write this e-mail for several weeks, but we have been run over by life.

Thank you for all you did in the sale of our home. When I look back and realize you sold our home in 40 days, I am absolutely amazed how quickly it actually went. You kept us calm when we were freaking out on the buyer's demands and assured us that this is normal in today's market. Thank you for that.

We now have started our new life in downtown and at the lake and could not be happier. We have walked to dinner and the grocery store multiple times since living downtown, which we could not do in Stanley. The lake has been great as we now spend the entire weekend there instead of driving down and back in the same day.

If you are ever downtown, or thinking about coming down, please call us so we can show you around. Thank you again for everything you did for us and in working with us throughout the process.

Kirk Felix

Broockerd

Connie L Broockerd [connie.l.broockerd.i653@statefarm.com]

Sent: Thursday, June 10, 2010 11:03 AM

To: Megan Irvine

Megan,

I wanted to personally thank you for all your help with my son, Jason Broockerd, and his purchase of a home. we know having an out-of-town buyer is difficult to say the least, but you have been a delight to work with at all times.

He has finally been able to see the home in person and is very excited. We are very relieved also – you never know if his taste and our taste will agree. Also very helpful were the pictures posted on the website – he was able to get a feel for the home and felt more comfortable buying it. We know we limited the options by just looking in that small area, but he has always liked the convenience of the highways, mall, shopping centers, etc. – his choice, not ours.

Again, thank you so much. If I know of anyone looking for a realtor, I will offer your name.

Connie L Broockerd

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Robert & Janet Wilkerson
12220 Juniper
Overland Park, Ks 66213

Dear Robert & Janet:

Thank you for placing your confidence in our agent Megan Irvine of Reece & Nichols-Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

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12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 10
13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 10
14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? Yes No

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

Not only did Megan provide superior service, she did so while delivering her first child! Megan provided real estate services to our daughter while purchasing her first home and to my husband and I as we transitioned into a new phase of our lives. Megan has become our realtor of choice and a family friend!
Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

You're Wonder-woman! - Geo.

Great job!

Sincerely,
George Burns
George Burns, Manager/Broker
Reece & Nichols - Leawood

GeorgeB@ReeceAndNichols.com

Thomas J & Renee A Lowery
1711 Debrah Drive
Kearney, Mo 64060

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Dear Thomas & Renee:

Thank you for placing your confidence in our agent Megan Irvine of Reece & Nichols-Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.


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|---|---|
| 1. How well did you understand the services provided by your agent? | 1 2 3 4 5 6 7 8 9 10 |
| 2. Did you feel well informed about the process of buying or selling your home? | 1 2 3 4 5 6 7 8 9 10 |
| 3. Did everything happen as you expected and in a timely manner? | 1 2 3 4 5 6 7 8 9 10 |
| 4. Was your agent responsive to your inquires, and answer all of your questions satisfactorily? | 1 2 3 4 5 6 7 8 9 10 |
| 5. Did your agent meet or exceed your expectations? | 1 2 3 4 5 6 7 8 9 10 |
| 6. Do you feel the selling/buying price recommended by your agent was reasonable? | 1 2 3 4 5 6 7 8 9 10 |
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| 8. If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? | 1 2 3 4 5 6 7 8 9 10 |
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| 12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? | 1 2 3 4 5 6 7 8 9 10 |
| 13. How would you rank the overall performance of your agent? | 1 2 3 4 5 6 7 8 9 10 |
| 14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? | Yes <input checked="" type="radio"/> No <input type="radio"/> |

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

*Great job!
George*

Megan was always responsive to our needs, even when out of town. She kept a constant feel on where our process was + helped us get it all done.

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

George Burns, Manager/Broker
Reece & Nichols – Leawood

GeorgeB@ReeceAndNichols.com

4811 W. 136th St, Leawood, Ks, 66224 913-851-7300

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Matthew Frerking
21305 E 50th Terr Dr S
Blue Springs, Mo 64015

Dear Matthew:

Thank you for placing your confidence in our agent Megan Irvine of Reece & Nichols-Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

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4. Was your agent responsive to your inquiries, and answer all of your questions satisfactorily? 1 2 3 4 5 6 7 8 9 **10**
5. Did your agent meet or exceed your expectations? 1 2 3 4 5 6 7 8 9 **10**
6. Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 8 9 **10**
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13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 **10**
14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? **Yes** No

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

Great job, again!! George
MEGAN went above and beyond anything I could have expected in an agent. I think she understood what I wanted in my home better than I did. The experience couldn't have been better.

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

George Burns

George Burns, Manager/Broker
Reece & Nichols – Leawood

GeorgeB@ReeceAndNichols.com

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Buford L Farrington
632 Red Rd
Independence, Mo.64055

Dear Buford:

Thank you for placing your confidence in our agent Megan Irvine of Reece & Nichols-Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

1. How well did you understand the services provided by your agent? 1 2 3 4 5 6 7 8 9 10
2. Did you feel well informed about the process of buying or selling your home? 1 2 3 4 5 6 7 8 9 10
3. Did everything happen as you expected and in a timely manner? 1 2 3 4 5 6 7 8 9 10
4. Was your agent responsive to your inquires, and answer all of your questions satisfactorily? 1 2 3 4 5 6 7 8 9 10
5. Did your agent meet or exceed your expectations? 1 2 3 4 5 6 7 8 9 10
6. Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 8 9 10
7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 10
8. If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? 1 2 3 4 5 6 7 8 9 10
9. If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 10
10. If Kansas City Title closed your transaction, was the experience favorable? 1 2 3 4 5 6 7 8 9 10
11. What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 8 9 10
12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 10
13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 10
14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? Yes No

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,



George Burns, Manager/Broker
Reece & Nichols – Leawood

GeorgeB@ReeceAndNichols.com

4811 W. 136th St, Leawood, Ks, 66224 913-851-7300

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Jane Bradshaw
7533 Belleview Ave
Kansas City, Mo 64114

Dear Jane:

Thank you for placing your confidence in our agent Megan Irvine of Reece & Nichols-Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

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| <ol style="list-style-type: none"> How well did you understand the services provided by your agent? 1 2 3 4 5 6 7 8 9 10 Did you feel well informed about the process of buying or selling your home? 1 2 3 4 5 6 7 8 9 10 Did everything happen as you expected and in a timely manner? 1 2 3 4 5 6 7 8 9 10 Was your agent responsive to your inquiries, and answer all of your questions satisfactorily? 1 2 3 4 5 6 7 8 9 10 Did your agent meet or exceed your expectations? 1 2 3 4 5 6 7 8 9 10 Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 8 9 10 Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 10 If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? 1 2 3 4 5 6 7 8 9 10 <i>N/A</i> If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 10 If Kansas City Title closed your transaction, was the experience favorable? 1 2 3 4 5 6 7 8 9 10 What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 8 9 10 Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 10 How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 10 May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? Yes No |
|--|

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

*Megan
Great
work!!
-George*

Megan was great! She is extremely well organized and always answered my calls immediately. I will use her as my agent in the future.

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

George Burns

George Burns, Manager/Broker
Reece & Nichols – Leawood

GeorgeB@ReeceAndNichols.com

Where **SOLD** Means More

Betty Brown
5513 W 86th Terr
Overland Park , Ks 66207

Dear Betty:

Thank you for placing your confidence in our agent Megan Irvine of Reece & Nichols-Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

1. How well did you understand the services provided by your agent? 1 2 3 4 5 6 7 8 9 **10**

2. Did you feel well informed about the process of buying or selling your home? 1 2 3 4 5 6 7 8 9 **10**

3. Did everything happen as you expected and in a timely manner? 1 2 3 4 5 6 7 **8** 9 10 *The problems during the bank of closing had nothing to do with Megan*

4. Was your agent responsive to your inquires, and answer all of your questions satisfactorily? 1 2 3 4 5 6 7 8 9 **10**

5. Did your agent meet or exceed your expectations? 1 2 3 4 5 6 7 8 9 **10**

6. Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 8 9 **10**

7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 **10**

8. If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? 1 2 3 4 5 6 7 8 9 10

9. If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 **10**

10. If Kansas City Title closed your transaction, was the experience favorable? 1 2 3 4 5 6 7 8 9 10

11. What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 8 9 **10**

12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 **10**

13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 **10**

14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? **Yes** No

Megan, you have a real fan!! - George

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

Megan was extremely helpful and honest in guiding me along the steps toward the purchase of this home which I purchased as an "investor" for my grand daughter, her husband & son to rent from me.

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

George Burns

George Burns, Manager/Broker
Reece & Nichols - Leawood

GeorgeB@ReeceAndNichols.com

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Mr Jeffrey Greig
14533 S Greenwood St
Olathe, Ks 66062

Dear Jeffrey:

Thank you for placing your confidence in our agent Megan Irvine for the sale of your home. We at the Reece & Nichols-Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

| |
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| 1. How well did you understand the services provided by your agent? 1 2 3 4 5 6 7 8 9 10 |
| 2. Did you feel well informed about the process of buying or selling your home? 1 2 3 4 5 6 7 8 9 10 |
| 3. Did everything happen as you expected and in a timely manner? 1 2 3 4 5 6 7 8 9 10 |
| 4. Was your agent responsive to your inquires, and answer all of your questions satisfactorily? 1 2 3 4 5 6 7 8 9 10 |
| 5. Did your agent meet or exceed your expectations? 1 2 3 4 5 6 7 8 9 10 |
| 6. Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 8 9 10 |
| 7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 10 |
| 8. If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? 1 2 3 4 5 6 7 8 9 10 |
| 9. If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 10 |
| 10. If Kansas City Title closed your transaction, was the experience favorable? 1 2 3 4 5 6 7 8 9 10 |
| 11. What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 8 9 10 |
| 12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 9 10 |
| 13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 10 |
| 14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? Yes No |

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

*Megan
You have
a true
fan!
George*

*IRESHIA WAS VERY KNOWLEDGEABLE AND HELPED ME UNDERSTAND
WHAT I NEEDED TO DO TO MAKE MY HOUSE 'SELLREADY'. SHE WAS
VERY AVAILABLE AND RESPONSIVE AT ALL TIMES. GREAT JOB!!*

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,
George Burns
George Burns, Manager/Broker
Reece & Nichols – Leawood

GeorgeB@ReeceAndNichols.com

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Larry & Reva Creamer
21862 W 119th Terr #1601
Olathe, Ks 66062

Dear Larry & Reva:

Thank you for placing your confidence in our agent **Megan Irvine** of Reece & Nichols-Leawood office continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

1. How well did you understand the services provided by your agent? 1 2 3 4 5 6 7 **8** 9 10
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3. Did everything happen as you expected and in a timely manner? 1 2 3 4 5 6 7 **8** 9 10
4. Was your agent responsive to your inquires, and answer all of your questions satisfactorily? 1 2 3 4 5 6 7 8 9 **10**
5. Did your agent meet or exceed your expectations? 1 2 3 4 5 6 **7** 8 9 10
6. Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 **8** 9 10
7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 **7** 8 9 10
8. If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? 1 2 3 4 5 6 7 8 9 10
9. If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 10
10. If Kansas City Title closed your transaction, was the experience favorable? 1 2 3 4 5 6 7 8 9 10
11. What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 8 **9** 10
12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 **9** 10
13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 **8** 9 10
14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? Yes No

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

Megan is a motivated agent. She is friendly, fair and knowledgeable of the market. Only one recommendation (this is a very small issue), but we would have appreciated her notifying us when the the buyer's closing was completed. A quick phone call would have sufficed. Thanks, Megan, for all your hard work.

Sincerely,

George Burns

George Burns, Manager/Broker
Reece & Nichols – Leawood

GeorgeB@ReeceAndNichols.com

4811 W. 136th St, Leawood, Ks, 66224 913-851-7300

Daniel & Jeanne Koontz
8318 Woodward St
Overland Park , Ks 66212

Dear Daniel & Jeanne:

Thank you for placing your confidence in our agent Megan Irvine at the Reece & Nichols-Leawood Office. We continually strive to provide the highest level of service to our clients, and your opinion/s (both positive and negative) are essential to our continued success.

We have created a simple survey relating to your recent transaction. Would you take a moment of your time to give us your honest feedback of how your transaction went? As you can see, there's a ranking from 1 to 10 next to each question. Please circle the most appropriate number, with "10" being the highest.

1. How well did you understand the services provided by your agent? 1 2 3 4 5 6 7 8 9 **10**
2. Did you feel well informed about the process of buying or selling your home? 1 2 3 4 5 6 7 8 9 **10**
3. Did everything happen as you expected and in a timely manner? 1 2 3 4 5 6 7 8 9 **10**
4. Was your agent responsive to your inquires, and answer all of your questions satisfactorily? 1 2 3 4 5 6 7 8 9 **10**
5. Did your agent meet or exceed your expectations? 1 2 3 4 5 6 7 8 9 **10**
6. Do you feel the selling/buying price recommended by your agent was reasonable? 1 2 3 4 5 6 7 8 9 **10**
7. Do you feel your agent provided services beyond what you could get with other agents? 1 2 3 4 5 6 7 8 9 **10**
8. If you were buying and used Plaza Mortgage, were you pleased with the level of service you received? 1 2 3 4 5 6 7 8 9 **10**
9. If buying, did you understand all financing options available to you? 1 2 3 4 5 6 7 8 9 **10**
10. If Kansas City Title closed your transaction, was the experience favorable? 1 2 3 4 5 6 7 8 9 10
11. What would be the likelihood you would use our services again for buying or selling your home when the need arises? 1 2 3 4 5 6 7 **8** 9 10
12. Will you be recommending Reece & Nichols and your agent to a friend or family member buying or selling a home? 1 2 3 4 5 6 7 8 **9** 10
13. How would you rank the overall performance of your agent? 1 2 3 4 5 6 7 8 9 **10**
14. May we use your name as a satisfied (buyer/seller) or allow other clients to see your evaluation? **Yes** No

Finally, would you take a minute to provide a personal comment about your agent, our services, OR, give us any suggestions for improving our services? We have provided space below.

*Megan's
You're
the BEST!!
-George*

Megan was great! Very helpful, knowledgeable + friendly!

Thank you for your time and candid evaluation. Please return this survey in the enclosed pre-stamped envelope.

Sincerely,

George Burns

George Burns, Manager/Broker
Reece & Nichols - Leawood
GeorgeB@ReeceAndNichols.com

✓