

November 8, 2017

To whom it may concern:

Having just lost my partner of thirty years, I was acting as co-executor with Canada Trust for the sale of his house. We hired Doug Chen as the listing agent for this purpose. Although Doug faced many restrictions with the laws concerning this estate, he managed to surmount them all with admirable ease to obtain an excellent price.

Throughout the process, he shared his knowledge and expertise with me in a cheerful, confident manner.

On the first day, he took me on a thorough "walk-through" of the property. With his thirty-five years experience, he gave me a realistic appraisal of the house. Even though it was located in a rather unfavourable area, he never approached the task with any hint of condescension. He answered all my inquiries in a kind, patient manner.

As a grieving senior, I appreciated his calm, respectful demeanour and his delightful sense of humour. From the beginning, we built a trusting relationship that allowed us to communicate effectively.

Finally, as an observer of Doug's professional diligence and discipline, I would highly recommend him as a real estate broker.

*Ann E. Bollefer*