

May, 2026

To Royal LePage:

20 years ago, **Jackie** helped us purchase a large luxury home, and our entire family was extremely happy with it. Three generations of our family have lived here together, creating countless precious memories over the years.....

During these past two decades, our family has also contributed greatly to the local community. Our children have grown up successfully, built their own careers, and become independent. As we enter a new stage of life, we have made the difficult decision to let go of this beautiful home that carries so many family memories.

However, today's real estate market is at a low point, and buyers generally lack confidence. On top of that, this is a luxury property valued at over \$4 million — not a typical “must-buy” home. Buyers are cautious and selective, and because the house was designed for a large family and does not feature modern renovations, the pool of suitable buyers has become even smaller.

Over the years, many agents have provided services for us, but we truly believe **Jackie** is the most professional and trustworthy of them all.

With more than 20 years of experience, she approaches every situation thoughtfully and thoroughly. She handles challenges with maturity and professionalism, understands how to balance the interests of all parties involved, and most importantly, always puts her clients' needs first.

Before listing the property, she invested a tremendous amount of effort and preparation. From organizing the home, positioning it properly in the market, arranging photography, to creating strong online marketing and presentations, everything was handled with exceptional professionalism. She highlighted the property's strengths beautifully and presented the home online in a truly impressive way.

Every time a buyer came to view the property, Jackie personally introduced the home and carefully addressed the buyers' interests and concerns. After each showing, she promptly provided us with detailed feedback, which gave us confidence even during such a difficult market. Throughout the process, whenever any issue arose, she communicated with us immediately and handled everything efficiently.

Eventually, we received our first offer. After an entire week of negotiations, we were close to reaching a successful agreement, but unfortunately, the buyer's financial situation suddenly changed, and we had no choice but to walk away. Still, **Jackie** never gave up.

Soon after, we received a second offer. Following 10 days of negotiations, inspections, and continuous communication with the buyers, the transaction was finally completed successfully.

Jackie has a remarkable ability to simplify complex situations, focus on what truly matters, understand buyers deeply, and fight for the best possible outcome for her clients.

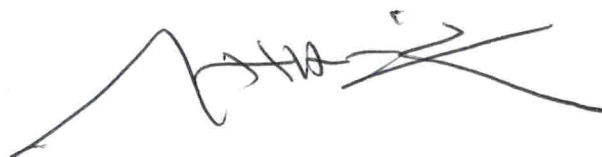
Successfully selling a large luxury property in such a challenging market truly demonstrates her all-around capability, experience, professionalism, communication skills, and strong work ethic.

Our entire family is deeply grateful to her!

I am very happy to have worked with **Jackie** once again. She is not only a highly successful and trustworthy real estate professional, but also a close family friend whom we deeply value.

Yours truly,

Ouyang



2026. 5. 10

20 年前, **Jackie** 为我们买下了一套大型豪宅, 我们一家人都非常满意。三代同堂在这里生活, 留下了无数珍贵而美好的回忆.....

这二十年来, 我们家族也为本地社区作出了不少贡献。孩子们如今事业有成, 各自独立发展。随着人生阶段的改变, 我们只能依依不舍地割爱出售这间承载着家庭记忆的大房子。

但现在正值房地产市场低谷时期, 买家对市场普遍缺乏信心。更何况这是\$400 多万的高端物业, 并非刚需型住宅。买家挑剔谨慎, 而房子本身适合大家庭居住, 没有现代化装修风格, 因此真正合适的买家更是少之又少.....

这些年来, 也有不少经纪曾为我们服务, 但我始终认为 **Jackie 是最专业、最值得信赖的一位!**

她拥有**20多年的丰富经验**, 考虑问题非常周全深入, 处理事情成熟稳重, 懂得协调和平衡各方利益, 更重要的是, 她始终把客户的需求放在第一位。

为了房屋上市, 她前期做了大量细致的工作。从房屋整理、市场定位、照片拍摄, 到网上展示与文案介绍, 她都处理得非常专业, 把房子的特色和优势充分展现出来, 让整套房子在网上呈现得非常漂亮, 重点突出。

每一次买家来看房, 她都会亲自认真介绍, 准确抓住买家的关注点。每次看房结束后, 她也都会第一时间给予我们详细反馈, 让我们在这个困难市场中依然保持信心。整个过程中, 无论房子出现任何问题, 她都及时汇报, 并迅速协助处理.....

终于, 我们迎来了第一个 **Offer**。经过长达一个星期的谈判, 原本已经非常接近成功, 可惜最后因为买家资金出现变化, 只能无奈放弃。但 **Jackie 从不轻言放弃!**

随后, 我们又迎来了第二个 **Offer**。经过**10天**紧张的谈判、验房, 以及与买方之间不断沟通协调, 最终成功成交!

她总能把复杂的问题简单化，抓住重点，深入了解买家的真实想法，并尽最大努力为我们争取最大的利益。

在如此艰难的市场环境下，**Jackie** 能成功出售这样的大型豪宅，更充分展现了她全面的能力、丰富的经验、专业精神、独特的沟通技巧，以及认真负责的工作态度。

我们全家都非常感激她！

我很高兴能够再次与 **Jackie** 合作。她不仅是一位非常成功、值得信赖的地产经纪，更是我们一家多年的挚友！

May, 2026

A handwritten signature in black ink, followed by the date "2026. 5. 10." written in a similar style.