

*From The Desk of
Josephine D. Vacarella*

September 30, 2010

Mr. Jack Granger
Granger, Thagard & Associates, Inc.
1806 Oxmoor Rd
Birmingham, AL 35209

Dear Mr. Granger,

I am writing to extend my sincere thanks and appreciation to you, Bill and your team for the exemplary performance of your company today regarding the auction of my home located at 3253 Wagon Gap Trail Vestavia Hills, AL 35216.

Considering both the current economic conditions in the housing market and the fact that my home was listed for over three years with very little hope of finding a buyer, I admit that I was very apprehensive about placing my home up for auction. I had many pre-conceived notions that this was a final and desperate alternative. However, as you so patiently described the process, rationale and clarified every step involved, the enormous anguish I felt was quickly extinguished. Your personal attention made me feel as though I was your most important client.

Once the auction started, I quickly realized that my fears were just feelings and as you had previously instructed me to "trust the process", I was truly amazed at how successful the process worked and was completely satisfied with the outcome. The final bid price far exceeded my expectations and I left the auction with a completely new appreciation of your business model and promotional practices.

I had seen many auctions conducted on television and these are was always interesting to watch. But, to personally witness your performance as an auctioneer, I was both entertained and motivated by your energy and injected humor. You are truly one of the best and I am thankful that I chose Granger, Thagard & Associates, Inc. to represent me.

I would highly recommend anyone considering the auction process to look to your firm for the best representation of honesty, professionalism and integrity.

With sincere thanks,

Josephine D. Vacarella

Josephine D. Vacarella
1513 Secretariat Drive
Helena, AL 35080

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