

**Kim T. Mena**

MapInfo Corporation  
One Global View  
Troy, New York 12180

September 30, 2001

Jack Gillespie  
2501 N. Sepulveda Boulevard  
Manhattan Beach, CA 90266

Dear Jack:

Having just sold my home through South Bay Brokers, I wanted to drop you a line to let you know of the great experience I have had with one of your brokers, Tracy McKenna.

My husband and I purchased our home at 1428 Manhattan Ave. in Hermosa Beach in 1996 from Tracy. After nearly a year of looking and having rolled through a dozen Realtors, Tracy was really the first person to take an interest in our needs and find a place that truly suited us. This was no small task – we were looking for a needle in a haystack, and she found it for us.

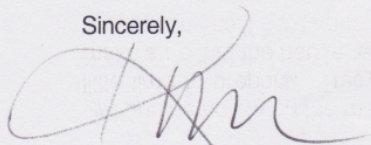
We adored the house and the area, but were called back to New York earlier this year. When we went to sell, we immediately thought of Tracy but thought we should consider other Realtors to be thorough. We had done a significant amount of work to the house, and while we were very pleased with it, we knew that it would not suit everyone's taste. We wanted an honest opinion, and we wanted to be represented by someone who shared our enthusiasm for the property. We interviewed 8 different realtors before making a choice. You probably know Tracy to be a very forthright individual, and in the end, it was this quality that earned her the listing. That was just the beginning.

We put the house on the market at the end of June, and needed to be in New York July 7 so there was little time to prepare. Tracy not only helped us prepare for the move, but also offered to personally make sure that the house remained clean and the extensive landscaping was maintained. She treated the property as if it was her own house, especially when the offers came in – she negotiated better than I could have myself.

About the time that the house closed, we needed to return to California to pack and ship our personal belongings. The disaster in New York prevented that from happening, but Tracy was ready and willing to step in and help – she spent two days at our home making sure that the packing and shipping was supervised and that the correct things were packed as we had sold some of our furnishings to the new owners. Without Tracy's help, we could not have closed or moved when we did.

In closing, I just want to thank you, South Bay Brokers and especially Tracy McKenna for an excellent job! I hope we're in a position to do business with you again.

Sincerely,



Kim T. Mena  
Vice President, Worldwide Marketing  
MapInfo Corporation

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