

# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.

Client's Name (optional): FARROKH S. ASGARI

Agent's Name (optional): DAN IHARA

- |   | Low     | High  |
|---|---------|-------|
| (1) How would you rate the overall services of your real estate agent?                    | 1 2 3 4 | 5     |
| (2) How would you rate your overall experience with Prudential Advantage?                 | 1 2 3 4 | 5     |
| (3) Would you want to work with the same agent again in the future?                       | 1 2 3 4 | 5     |
| (4) Would you refer the same agent to your family and friends?                            | 1 2 3 4 | 5     |
| (5) Would you refer our company to your family and friends?                               | 1 2 3 4 | 5     |
| (6) How would you rate your overall experience with the escrow company?                   | 1 2     | 3 4 5 |
| (7) How would you rate your overall experience with your mortgage lender (if applicable)? | 1 2 3   | 4 5   |

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

- Client Referral      Internet      Signs      Other: \_\_\_\_\_  
 Direct Mail      Open House      Advertisement (Where? \_\_\_\_\_)

Why did you choose to work with our company?

PROFESSIONALISM OF DAN IHARA

What were some of the things you liked best working with Prudential Advantage?

PERSONALITY & KNOWLEDGE OF THE AGENT & THE ASSOCIATES  
NAMICLY JULIE & ILEEN

If you were less than totally satisfied, what could have been done to serve you better?

TOTALLY SATISFIED WITH PRUDENTIAL

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.



May 2, 2007

Dan and Julie Ihara  
Prudential Advantage Realty  
3465 Waiialae Avenue, Suite 210  
Honolulu, Hawaii 96816

Dear Dan and Julie:

We couldn't be more pleased with your expert handling of the sale of our house in Honolulu. Your knowledge of the Hawaii real estate market and command of the sales process are exceptional, and the excellent service you provided was hands-on every step of the way. Thank you.

You are genuine professionals who truly care not only about your clients – but all people – which is a rare quality. We would not hesitate to have you represent us again in any future real estate matter, buying or selling.

Sincerely,

A handwritten signature in cursive script that reads "Lori G. Fred Kotenko". The signature is written in black ink and is positioned below the word "Sincerely,".

## CAN WE QUOTE YOU?

Thank you for allowing us to work for you. It has been our pleasure to diligently work with you towards reaching your Real Estate goals. Julie, myself and our team feel honored to have you part of our family.

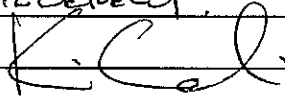
Our business continues to grow mainly due to our loyal clients and friends. Our clients often refer us business because they trust us and have seen how hard we work as their advocate. If you know of someone who could benefit from our services then please let us know.

At this time we would appreciate your time and thoughts on our business relationship as you reflect on this transaction.

Please share your feelings about our efforts to help you reach your Real Estate Goals.

DAN IHANA & EVERYONE FROM PRUDENTIAL ADVANTAGE REALTY WERE SO KIND, NON-PRESSURING, & PROFESSIONAL THROUGHOUT OUR ENTIRE TRANSACTION. DAN WAS VERY KNOWLEDGEABLE & METICULOUS WITH EVERY DETAIL INVOLVED IN THE HOME BUYING PROCESS. I WOULD HIGHLY RECOMMEND DAN & THE STAFF AT PRUDENTIAL ADVANTAGE REALTY TO ANYONE LOOKING TO BECOME A HOMEOWNER IN HAWAII.

Sincerely,



KIP OUCHI

# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

*Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.*

Client's Name (optional): BUNG, S. JULIE YI

Agent's Name (optional): DAN & JULIE HAYLA

	Low	High
(1) How would you rate the overall services of your real estate agent?	1 2 3 4	5
(2) How would you rate your overall experience with Prudential Advantage?	1 2 3 4	5
(3) Would you want to work with the same agent again in the future?	1 2 3 4	5
(4) Would you refer the same agent to your family and friends?	1 2 3 4	5
(5) Would you refer our company to your family and friends?	1 2 3 4	5
(6) How would you rate your overall experience with the escrow company?	1 2 3 4	5
(7) How would you rate your overall experience with your mortgage lender (if applicable)?	1 2 3 4	5

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

- Client Referral    
  Internet    
  Signs    
  Other: \_\_\_\_\_  
 Direct Mail    
  Open House    
 Advertisement (Where? \_\_\_\_\_)

Why did you choose to work with our company?

I WENT TO DAN'S SEMINAR AND LEARNED A LOT FROM IT.

What were some of the things you liked best working with Prudential Advantage?

MY REALTOR - DAN ; HE REALLY TOOK CARE OF MY WIFE AND I.

If you were less than totally satisfied, what could have been done to serve you better?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.*



# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

*Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.*

Client's Name (optional): D. JAM DENZON

Agent's Name (optional): DAN IHARA

- |   | Low     | High |
|---|---------|------|
| (1) How would you rate the overall services of your real estate agent?                    | 1 2 3 4 | 5    |
| (2) How would you rate your overall experience with Prudential Advantage?                 | 1 2 3 4 | 5    |
| (3) Would you want to work with the same agent again in the future?                       | 1 2 3 4 | 5    |
| (4) Would you refer the same agent to your family and friends?                            | 1 2 3 4 | 5    |
| (5) Would you refer our company to your family and friends?                               | 1 2 3 4 | 5    |
| (6) How would you rate your overall experience with the escrow company?                   | 1 2 3 4 | 5    |
| (7) How would you rate your overall experience with your mortgage lender (if applicable)? | 1 2 3 4 | 5    |

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

- Client Referral    
  Internet    
  Signs    
  Other: \_\_\_\_\_  
 Direct Mail    
  Open House    
  Advertisement (Where? \_\_\_\_\_)

Why did you choose to work with our company?

DAN WENT THAT EXTRA MILE TO HELP US

What were some of the things you liked best working with Prudential Advantage?

DAN IHARA

If you were less than totally satisfied, what could have been done to serve you better?

*Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.*



**Prudential**  
Advantage Realty

# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.

Client's Name (optional): GILBERT YAMADA

Agent's Name (optional): DAN IHARA

- |   | Low | High      |
|---|-----|-----------|
| (1) How would you rate the overall services of your real estate agent?                    | 1   | 2 3 4 (5) |
| (2) How would you rate your overall experience with Prudential Advantage?                 | 1   | 2 3 4 (5) |
| (3) Would you want to work with the same agent again in the future?                       | 1   | 2 3 4 (5) |
| (4) Would you refer the same agent to your family and friends?                            | 1   | 2 3 4 (5) |
| (5) Would you refer our company to your family and friends?                               | 1   | 2 3 4 (5) |
| (6) How would you rate your overall experience with the escrow company?                   | 1   | 2 (3) 4 5 |
| (7) How would you rate your overall experience with your mortgage lender (if applicable)? | 1   | 2 3 4 5   |

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

Client Referral     Internet     Signs     Other: \_\_\_\_\_  
 Direct Mail     Open House     Advertisement (Where? \_\_\_\_\_)

Why did you choose to work with our company?

DAN IHARA & my sons grew up together, so  
will tie in to future relationship.

What were some of the things you liked best working with Prudential Advantage?

Follow up & punctuality.

If you were less than totally satisfied, what could have been done to serve you better?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.



# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.

Client's Name (optional): B. V. Sathiyajit  
 Agent's Name (optional): DAN SHAR

	Low	High
(1) How would you rate the overall services of your real estate agent?	1 2 3 4	5
(2) How would you rate your overall experience with Prudential Advantage?	1 2 3 4	5
(3) Would you want to work with the same agent again in the future?	1 2 3 4	5
(4) Would you refer the same agent to your family and friends?	1 2 3 4	5
(5) Would you refer our company to your family and friends?	1 2 3 4	5
(6) How would you rate your overall experience with the escrow company?	1 2 3 4	5
(7) How would you rate your overall experience with your mortgage lender (if applicable)?	1 2 3 4	5

Why did you choose to work with our company?  
*Agent Very Caring & Very Professional & Thorough*

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

- Client Referral   
  Internet   
  Signs   
  Other: \_\_\_\_\_  
 Direct Mail   
  Open House   
  Advertisement (Where? \_\_\_\_\_)

What were some of the things you liked best working with Prudential Advantage?

*Your Agents — Commitment To Us*

If you were less than totally satisfied, what could have been done to serve you better?

\_\_\_\_\_

General comments/observations:

*Fast Response To Our Needs*

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.



# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.

Client's Name (optional): Kirk & Lynda Horita

Agent's Name (optional): Dan Itern

- |   | Low     | High |
|---|---------|------|
| (1) How would you rate the overall services of your real estate agent?                    | 1 2 3 4 | 5    |
| (2) How would you rate your overall experience with Prudential Advantage?                 | 1 2 3 4 | 5    |
| (3) Would you want to work with the same agent again in the future?                       | 1 2 3 4 | 5    |
| (4) Would you refer the same agent to your family and friends?                            | 1 2 3 4 | 5    |
| (5) Would you refer our company to your family and friends?                               | 1 2 3 4 | 5    |
| (6) How would you rate your overall experience with the escrow company?                   | 1 2 3 4 | 5    |
| (7) How would you rate your overall experience with your mortgage lender (if applicable)? | 1 2 3 4 | 5    |

Why did you choose to work with our company?

*Knew realtors*

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

- Client Referral   
  Internet   
  Signs   
  Other: \_\_\_\_\_  
 Direct Mail   
  Open House   
  Advertisement (Where? \_\_\_\_\_)

What were some of the things you liked best working with Prudential Advantage?

*Personalized service. Agent worked with us to meet our needs*

If you were less than totally satisfied, what could have been done to serve you better?

General comments/observations:

*Considering all the circumstances that occurred Dan & Julie made everything go smoothly for us.*

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.



# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

*Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.*

Client's Name (optional): WALT/THELMA SAITO

Agent's Name (optional): DAN/JULIE IHARA

	Low				High
(1) How would you rate the overall services of your real estate agent?	1	2	3	4	5
(2) How would you rate your overall experience with Prudential Advantage?	1	2	3	4	5
(3) Would you want to work with the same agent again in the future?	1	2	3	4	5
(4) Would you refer the same agent to your family and friends?	1	2	3	4	5
(5) Would you refer our company to your family and friends?	1	2	3	4	5
(6) How would you rate your overall experience with the escrow company?	1	2	3	4	5
(7) How would you rate your overall experience with your mortgage lender (if applicable)?	1	2	3	4	5

Why did you choose to work with our company?

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

Client Referral     
  Internet     
  Signs     
  Other: SEMINARS  
 Direct Mail     
  Open House     
  Advertisement (Where? \_\_\_\_\_)

What were some of the things you liked best working with Prudential Advantage?

If you were less than totally satisfied, what could have been done to serve you better?

General comments/observations:

*SEE SURVEY GIVEN TO DAN AND WAS PLACED IN SEPT. '04, 2004  
HON. ADVERTISER'S BUSINESS SECTION*

*Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.*



# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.

Client's Name (optional): Robert & Anna Warlick

Agent's Name (optional): Dan & Julie Ihara

	Low				High
(1) How would you rate the overall services of your real estate agent?	1	2	3	4	5
(2) How would you rate your overall experience with Prudential Advantage?	1	2	3	4	5
(3) Would you want to work with the same agent again in the future?	1	2	3	4	5
(4) Would you refer the same agent to your family and friends?	1	2	3	4	5
(5) Would you refer our company to your family and friends?	1	2	3	4	5
(6) How would you rate your overall experience with the escrow company?	1	2	3	4	5
(7) How would you rate your overall experience with your mortgage lender (if applicable)?	1	2	3	4	5

Why did you choose to work with our company?

We attended a seminar given by Dan. Afterwards we were able to sit with him and discuss our concerns. He listened to us, without pressuring us.

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

Client Referral     Internet     Signs     Other: Seminar  
 Direct Mail     Open House     Advertisement (Where? \_\_\_\_\_)

What were some of the things you liked best working with Prudential Advantage?

The compassion, support, knowledge and constant open communication we received.

If you were less than totally satisfied, what could have been done to serve you better?

General comments/observations:

Including other experts, in their related fields, at the seminar who are involved in the home buying process was very helpful. Jennifer Shishido and Jerrin Irvine kept us well informed through their emails. We had an awesome experience!

*Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.*



# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.

Client's Name (optional): SCHLEMMERS

Agent's Name (optional): Dan IHARA

	Low	High
(1) How would you rate the overall services of your real estate agent?	1 2 3 4 5	(5)
(2) How would you rate your overall experience with Prudential Advantage?	1 2 3 4 5	(4)
(3) Would you want to work with the same agent again in the future?	1 2 3 4 5	(5)
(4) Would you refer the same agent to your family and friends?	1 2 3 4 5	(5)
(5) Would you refer our company to your family and friends?	1 2 3 4 5	(5)
(6) How would you rate your overall experience with the escrow company?	1 2 3 4 5	(4)
(7) How would you rate your overall experience with your mortgage lender (if applicable)?	1 2 3 4 5	(3)

Why did you choose to work with our company? *By accident. We met down at an open house in Kaimuki. He was very helpful, gave us hand-out to read & very professional.*

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

Client Referral     Internet     Signs     Other: *Agent's personality + professionalism*  
 Direct Mail     Open House     Advertisement (Where? \_\_\_\_\_)

What were some of the things you liked best working with Prudential Advantage?

*Staffs from the president downline are all very friendly & helpful.*

If you were less than totally satisfied, what could have been done to serve you better?

General comments/observations:

*Mr. Dan Ihara is an asset to the company and a credit to his profession.*

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.



# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

*Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.*

Client's Name (optional): SKAMAR /

Agent's Name (optional): MYRON AND DAN

	Low	High
(1) How would you rate the overall services of your real estate agent?	1 2 3 4	5
(2) How would you rate your overall experience with Prudential Advantage?	1 2 3 4	5
(3) Would you want to work with the same agent again in the future?	1 2 3 4	5
(4) Would you refer the same agent to your family and friends?	1 2 3 4	5
(5) Would you refer our company to your family and friends?	1 2 3 4	5
(6) How would you rate your overall experience with the escrow company?	1 2 3 4	5
(7) How would you rate your overall experience with your mortgage lender (if applicable)?	1 2 3 4	5

Why did you choose to work with our company?

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

Client Referral   
  Internet   
  Signs   
  Other: 14TH AVE SOLD  
 Direct Mail   
  Open House   
  Advertisement (Where? \_\_\_\_\_)

What were some of the things you liked best working with Prudential Advantage?

*PROFESSIONAL, NICE, ATTENTION TO DETAIL, STAFF,  
VERY SATISFIED!*

If you were less than totally satisfied, what could have been done to serve you better?

General comments/observations:

*THANKS FOR EVERYTHING! :)*

*Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.*



## CAN WE QUOTE YOU?

Thank you for allowing us to work for you. It has been our pleasure to diligently work with you towards reaching your Real Estate goals. Julie, myself and our team feel honored to have you part of our family.

Our business continues to grow mainly due to our loyal clients and friends. Our clients often refer us business because they trust us and have seen how hard we work as their advocate. If you know of someone who could benefit from our services then please let us know.

At this time we would appreciate your time and thoughts on our business relationship as you reflect on this transaction.

Please share your feelings about our efforts to help you reach your Real Estate Goals.

If you're in need of a realtor, please consider Dan & Julie Shara of Prudential Advantage. We have, as us, experienced teamwork, professionalism and honesty at its best. They broke down the complexity of selling our home in plain layman's terms so we understood everything that transpired. They kept us informed of day to day situation by e-mail and telephone calls. We were able to sell our home at the price we had asked for during the realtors open house.

In short of Dan & Julie, we say job well done - Awesome!! We can recommend them to any of our friends if they need a team to sell their home. Thank you Dan & Julie!

Bob & Celia Fujioita

# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

*Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.*

Client's Name (optional): Johnny & Mia Robanal

Agent's Name (optional): \_\_\_\_\_

- |   | Low |   |   |   | High |
|---|-----|---|---|---|------|
| (1) How would you rate the overall services of your real estate agent?                    | 1   | 2 | 3 | 4 | 5    |
| (2) How would you rate your overall experience with Prudential Advantage?                 | 1   | 2 | 3 | 4 | 5    |
| (3) Would you want to work with the same agent again in the future?                       | 1   | 2 | 3 | 4 | 5    |
| (4) Would you refer the same agent to your family and friends?                            | 1   | 2 | 3 | 4 | 5    |
| (5) Would you refer our company to your family and friends?                               | 1   | 2 | 3 | 4 | 5    |
| (6) How would you rate your overall experience with the escrow company?                   | 1   | 2 | 3 | 4 | 5    |
| (7) How would you rate your overall experience with your mortgage lender (if applicable)? | 1   | 2 | 3 | 4 | 5    |

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

- Client Referral     
  Internet     
  Signs     
  Other: \_\_\_\_\_  
 Direct Mail     
  Open House     
  Advertisement (Where? \_\_\_\_\_)

Why did you choose to work with our company?

Introduced to Agent through open house.

What were some of the things you liked best working with Prudential Advantage?

Agents explanations were easy to understand.

If you were less than totally satisfied, what could have been done to serve you better?

\_\_\_\_\_

*Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.*



# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

*Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.*

Client's Name (optional): JOHN S NISHIMOTO

Agent's Name (optional): DAN + JULIE IHARA

	Low	High
(1) How would you rate the overall services of your real estate agent?	1 2 3 4	5
(2) How would you rate your overall experience with Prudential Advantage?	1 2 3 4	5
(3) Would you want to work with the same agent again in the future?	1 2 3 4	5
(4) Would you refer the same agent to your family and friends?	1 2 3 4	5
(5) Would you refer our company to your family and friends?	1 2 3 4	5
(6) How would you rate your overall experience with the escrow company?	1 2 3 4	5
(7) How would you rate your overall experience with your mortgage lender (if applicable)?	1 2 3 4	5

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

- Client Referral   
  Internet   
  Signs   
  Other: \_\_\_\_\_  
 Direct Mail   
  Open House   
  Advertisement (Where? \_\_\_\_\_)

Why did you choose to work with our company?  
BECAUSE OF DAN IHARA'S ASSOCIATION WITH YOUR COMPANY.

What were some of the things you liked best working with Prudential Advantage?  
DAN IHARA'S ATTENTION TO DETAIL, MAKING THE EXTRA EFFORT TO MAKE THE PROPERTY ATTRACTIVE AND APPEALING TO PURCHASERS, HIS KEEPING ME CONSTANTLY APPRISED OF WHAT WAS HAPPENING WITH THE PROPERTY PRIOR TO ITS SALE.

If you were less than totally satisfied, what could have been done to serve you better?  
I AM TOTALLY SATISFIED WITH THE SERVICE PROVIDED BY DAN + JULIE IHARA.

*Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.*



# PRUDENTIAL ADVANTAGE REALTY CLIENT SURVEY

We appreciate your business...thank you for giving us the opportunity to serve you.

Please help us serve you better by taking a couple of minutes to tell us about the service you have received at Prudential Advantage Realty. We want to make sure that you had a great experience with us, and that we exceed your expectations in the future. For questions with a 1-5 rating scale, please use the following guide: 5-Excellent; 4-Very Good; 3-Good; 2-Fair; and 1-Poor. A self-addressed stamped envelope is provided for your convenience.

Client's Name (optional): WALLACE INC

Agent's Name (optional): DAM IHARA

- |   | Low       | High       |
|---|-----------|------------|
| (1) How would you rate the overall services of your real estate agent?                    | 1 2 3 4   | 5 <u>6</u> |
| (2) How would you rate your overall experience with Prudential Advantage?                 | 1 2 3 4   | 5 <u>6</u> |
| (3) Would you want to work with the same agent again in the future?                       | 1 2 3 4   | 5 <u>6</u> |
| (4) Would you refer the same agent to your family and friends?                            | 1 2 3 4   | 5 <u>6</u> |
| (5) Would you refer our company to your family and friends?                               | 1 2 3 4   | 5 <u>6</u> |
| (6) How would you rate your overall experience with the escrow company?                   | 1 2 3 4   | 5 <u>6</u> |
| (7) How would you rate your overall experience with your mortgage lender (if applicable)? | 1 2 3 4 5 | 6 <u>6</u> |

Which of the following would you consider to be the MOST important factor in your decision to work with Prudential Advantage Realty (please choose only one)?

- Client Referral    
  Internet    
  Signs    
  Other: \_\_\_\_\_  
 Direct Mail    
  Open House    
  Advertisement (Where? \_\_\_\_\_)

Why did you choose to work with our company?

THE NAME Prudential it sell it self.

What were some of the things you liked best working with Prudential Advantage?

all the agent I run across friendly and willing to help answer all my question.

If you were less than totally satisfied, what could have been done to serve you better?

N/A

P/s. Just wanted say Dan Chau and staff did a great job, for a 1st time home buyer. Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration while providing our services in the future.

my best off then. Thank you  
Wallace Inc



**Prudential**  
 Advantage Realty

Dan & Julie Ihara (RA)  
Prudential Advantage Realty  
808-256-7873 Dan / 808-754-2225 Julie

## CAN WE "QUOTE" YOU?

Thank you for allowing us to work for you. It has been our pleasure to diligently help you reach your Real Estate goals. The Ihara team feels honored to have you as client and friend.

Our business continues to grow mainly due to our loyal clients and friends. Many of our clients refer business to us because they trust us and have experienced the effort we put forth on their behalf. It is our goal to be the ultimate advocate for our clients and we hope you feel we've reached our goal. If you know of someone who could benefit from our services please let us know and we'll be honored to help them as well.

We would sincerely appreciate your time and thoughts on our business relationship as you reflect on this transaction. Please share your feelings about our efforts to help you reach your Real Estate Goals.

Thank you,  
Dan Ihara

THE EXPERIENCE THAT MY WIFE AND I HAD WITH DAN AND JULIE WAS NOTHING SHORT OF PERFECT. WE BEGAN LOOKING FOR A HOME ON A LIMITED BUDGET AND NO IDEA WHERE TO START. THANKS TO THE GUIDANCE AND HELP OF THE IHARA TEAM WE WERE ABLE TO UNDERSTAND THE <sup>PROCESS</sup> ~~PROCESS~~ OF PURCHASING A HOME COMPLETELY. THOUGH WE WERE NOT KNOWLEDGEABLE OF THE REAL ESTATE INTRICACIES, DAN MADE SURE THAT WE WERE ~~BE~~ TAUGHT EVERYTHING THAT WE NEEDED TO KNOW AND LOOK FOR WHEN PURCHASING A HOME. THROUGH DILLIGENT WORK AND RESEARCH DAN WAS ABLE TO DISCOVER DETAILS ABOUT HOMES THAT WE SIMPLY OVERLOOKED AND HELPED PREVENT US FROM MAKING A COSTLY MISTAKE OF PURCHASING THE WRONG HOME. IT REALLY GAVE US THE FEELING THAT WE WERE A PART OF THE IHARA FAMILY. THE IHARA TEAM PATIENTLY WALKED US THROUGH REVIEWING MANY HOMES, AND OVER A YEAR LATER WE FOUND THE HOME THAT WAS RIGHT FOR US. WE WILL FOREVER BE GRATEFUL TO DAN AND JULIE FOR HELPING US FIND OUR FIRST HOME.  
www.oahuhomes.biz THEY COME HIGHLY RECOMMENDED TO ALL OUR FRIENDS AND FAMILY.  
dani@pruhi.com / juliei@pruhi.com

THANK YOU!

JAYMES AND VIVIAN BARLOS