

**CRAGER**  
 **BARTELS**

**TESTIMONIAL**

**BOOK**

“THANKS CRAIG FOR ALL YOUR HELP. I AM REALLY GRATEFUL TO YOU AND YOUR STAFF FOR MAKING THIS SO EASY FOR ME.”

**C. C., OWNER**

“THANKS!!! YOU GUYS ARE THE BEST!”

**D. M., OWNER**

“JUST A QUICK THANK YOU FOR YOUR HELP ...YOU REALLY HAVE NO IDEA HOW MUCH I APPRECIATE YOUR HELP WITH OUR SITUATION AND FOR LISTENING TO WHAT WE HAD TO SAY...YOU HAVE MADE A DIFFERENCE IN THIS FAMILY’S’ LIVES AND I WANT YOU TO KNOW HOW WE TRULY APPRECIATE IT. ONCE AGAIN, THANK YOU AND YOUR AGENCY FOR THE BEST NEWS WE HAVE HAD, IT REALLY, FINALLY GAVE US A REASON TO SMILE. BIG HUGS FROM OUR FAMILY!”

**S.W., TENANT**

“THANKS FOR ALL YOU AND THE GUYS ARE DOING. I APPRECIATE EVERY BIT OF IT!”

**S.V., OWNER**

“THANK YOU SO VERY MUCH FOR THE UPDATE. I AM LOOKING FORWARD TO MAKING YOUR ACQUAINTANCE ONCE I AM SETTLED IN PLAINFIELD. YOU HAVE BEEN JUST WONDERFUL TO KAIDEN, ROSE, AND MYSELF. THANK YOU AGAIN!”

**L. S., TENANT**

“THANK YOU FOR THE EXTRA WORK YOU ARE PUTTING IN TO GET OUR UNITS RENTED.”

**J. C., OWNER**

“THANK YOU FOR BRINGING THIS PROPERTY TO OUR ATTENTION TO HELP US GROW OUR REAL ESTATE PORTFOLIO. AND OF COURSE, THANK YOU FOR BEING SUCH GREAT PROPERTY MANAGERS.”

**M. AND B. B., OWNERS**

“THANKS TO ALL OF YOU, I AM VERY HAPPY I AM PURSUING MY REAL ESTATE INTERESTS. MY SISTER HAS KEPT ME ABREAST OF ALL HER NEW INVESTMENTS WITH YOU AND IT SOUNDS SO EXCITING. YOU MUST HAVE A MAGIC TOUCH IN FINDING GREAT DEALS!”

**A. B., OWNER**

“BUYING YOUR FIRST PROPERTY CAN BE SCARY. WITH YOUR HELP AND EXPERIENCE WE ARE CONFIDENT WE MADE THE RIGHT DECISION. WE ARE NOW ON #3!”

**E. K., OWNER**

“YOU GUYS DELIVER! YOU RENTED MY HOUSE FOR 10% MORE THAN THE OTHER GUYS!”

**D. A., OWNER**

"I AM EXTREMELY PLEASED. YOUR THOROUGHNESS AND ATTENTION TO DETAIL SET YOU APART AND YOUR PATIENCE AND 'VOICE' ON THE PHONE SHOWS ME YOU CARE."

**A. B., OWNER**

"YOU FOLKS ARE TWO OF THE MOST THOUGHTFUL PEOPLE WE KNOW. WE RECEIVED YOUR HOLIDAY CHEESECAKE GIFT FROM HARRY AND DAVID AND THEY ARE DELICIOUS- - THANK YOU SO MUCH!!!! WE ARE SO BLESSED TO HAVE GREAT PEOPLE LIKE YOU IN OUR LIVES. WE HOPE THAT ONE DAY WE WILL MEET PERSONALLY EITHER IN OR IN CA, OR MAYBE SOMEWHERE IN BETWEEN. WE WISH YOU AND YOUR FAMILIES A SAFE AND WONDERFUL CHRISTMAS AND NEW YEAR. LET'S BRING IN THE YEAR 2008 WITH LOTS OF HOPE AND JOY AND A LOT OF THANKS FOR THE GREAT LIFE WE HAVE. HAVE A SAFE AND WONDERFUL CHRISTMAS AND NEW YEAR. AS IT IS SAID IN HAWAII... "MAHALO NUI LOA" (THANK YOU VERY MUCH)!"

**M. AND B. B., OWNERS**

"I JUST WANTED TO SEND YOU A QUICK EMAIL AND THANK YOU FOR THE CHEESECAKE. WE'VE BEEN EATING IT FOR DESSERT THE LAST FEW NIGHTS AND IT'S PRETTY DARN TASTY. MERRY CHRISTMAS TO YOU AND DEREK AND AMANDA AND TO ALL OF YOUR FAMILIES. I THINK WE'RE GOING TO HAVE A GOOD YEAR IN 2008."

**J. C., OWNER**

"I HAVE TO TELL YOU BOTH THANK YOU FOR YOUR EFFORTS IN HELPING US BUILD OUR INVESTMENT REAL ESTATE PORTFOLIO."

**M. AND B. B., OWNERS**

"THESE GUYS ARE ONE THE BEST MANAGEMENT COMPANIES IN INDIANA!"

**M. S., NEW HOME COUNSELOR FOR BEAZER HOMES**

"IF YOU ARE NEED OF A PROPERTY MANAGER TO PERFORM THESE FUNCTIONS AND FIND TENANTS, I WOULD RECOMMEND DEREK AND CRAIG. THEIR COMPANY IS CALLED "CRAGER-BARTELS, LLC" AND THEY HANDLE PROPERTY MANAGEMENT, FINDING TENANTS, FINDING BUYERS AND EVEN FINDING LEASE OPTION TENANTS."

**D. G., OWNER**

"WE HIGHLY RECOMMEND CRAGER-BARTELS! CRAIG WENT THE EXTRA MILE ON SEVERAL OCCASIONS. WITHOUT HIS EXPERTISE WE WOULD NOT BE IN OUR PERFECT LITTLE HOME."

**K. AND J. B., FIRST TIME HOME BUYERS**

"DEREK GAVE US ALL THE INFORMATION WE NEEDED TO MAKE AN INFORMED DECISION. HE NEVER PUSHED US AND WAS QUITE READY AND WILLING TO ANSWER ANY QUESTIONS WE HAD."

**L.P., FIRST TIME HOME BUYER**

“I’VE BEEN A RENTER FOR ABOUT 9 YEARS NOW AND THIS IS THE BEST LANDLORD/TENANT RELATIONSHIP I’VE HAD!! KEEP UP THE GOOD WORK.”

**R. F., TENANT**

“THANKS SO MUCH FOR ALL THE HELP BOTH YOU AND DEREK HAVE GIVEN US THROUGH THIS PROVES. AS YOU KNOW, BUYING YOUR FIRST PURE INVESTMENT PROPERTY CAN BE A SCARY ENDEAVOR-ESPECIALLY WITHOUT HAVING SEEN THE INSIDE IN PERSON AND WHEN THE TOWN IN WHICH IT IS LOCATED IS THOUSANDS OF MILES AWAY. WITH YOUR HELP AND EXPERIENCE WE’VE BEEN ABLE TO BE CONFIDENT THAT WE WERE MAKING GOOD DECISIONS AND WERE ABLE TO PULL TOGETHER A PRETTY DIFFICULT INVESTMENT THAT MANY OTHER PEOPLE AND REALTORS WOULD HAVE PROBABLY GIVEN UP ON. THAT IS WHY I AM SO CONFIDENT THAT THIS WILL TURN OUT TO BE A REALLY SOLID INVESTMENT AND THE START OF MANY MORE PURCHASES IN PARTNERSHIP WITH YOU AND DEREK IN THE FUTURE.”

**E. K., OWNER**

“I JUST WANTED TO SAY THANK YOU SO MUCH FOR HANDLING THE COURT CASE AGAINST THE SMITH’S—THANK YOU FOR THE POSITIVE RESOLUTION. AS ALWAYS, WE APPRECIATE YOUR EXCELLENT SUPPORT AND FEEL SO FORTUNATE THAT WE HAVE YOU TO TAKE CARE OF THINGS FOR US.”

**M. AND B. B., OWNERS**

“I WAS HAVING PROBLEMS WITH MY ELECTRIC BILLS BEING HIGH. THE SERVICE I RECEIVED FROM YOUR OFFICE WAS EXCELLENT. SHELLIE FOLLOWED UP ON MY CALL TO KEEP ME INFORMED OF WHAT ACTIONS YOUR OFFICE WAS TAKING TO ASSIST ME. I HAVE NO COMPLAINTS! WHEN I GET READY TO BUY A HOME HERE, I WILL CONTACT YOUR OFFICE!”

**A. M., TENANT**

“WE HIGHLY RECOMMEND CRAGER-BARTELS! CRAIG WENT THE EXTRA MILE ON SEVERAL OCCASIONS. WITHOUT HIS EXPERTISE, WE WOULD NOT BE IN OUR PERFECT LITTLE HOME. THANKS AGAIN.”

**K. AND J. B., FIRST TIME HOME BUYERS**

“DEREK GAVE US ALL THE INFORMATION WE NEEDED TO MAKE AN INFORMED DECISION. HE NEVER PUSHED US AND WAS QUITE READY AND WILLING TO ANSWER ANY QUESTIONS WE HAD.”

**L. P., FIRST TIME HOME BUYER**

“THANKS FOR THE HEADS UP ON THE EXEMPTIONS BUT I FILED THEM WITH-IN A MONTH OF MOVING HERE. THIS AND THE OTHER PERSONAL THINGS YOU DO ARE KEEPING YOU AND CRAIG SUCCESSFUL. CAROL LOVES THE DENTIST YOU RECOMMENDED AND I’LL BE GOING SOON MYSELF. THANKS AGAIN.”

**L. P., FIRST TIME HOME BUYER**

“THANKS SO VERY, VERY MUCH FOR ALL YOUR HELP IN TAKING VERY GOOD CARE OF CHRIS AND LISA. I WAS VERY IMPRESSED WITH YOUR PROFESSIONALISM AND KNOWLEDGE. I DON'T THINK WE COULD HAVE SUCCESSFULLY GOTTEN TO THE CLOSING TABLE WITHOUT YOUR HELP! I WISH YOU THE BEST OF LUCK ON YOUR PENDING DEALS WITH HUD AND I HOPE THEY GO SMOOTHLY.....IT WAS A PLEASURE WORKING WITH YOU...”

**C. W**

“ALSO, I'VE BEEN MEANING TO TELL YOU THAT THE LISTING OF OUR HOUSE LOOKS WONDERFUL. I HAD NO DOUBT THAT YOU WOULD DO A TERRIFIC JOB! I HAVE A FRIEND THAT IS SELLING HER HOUSE AND I MENTIONED TO HER THAT YOU A DOING A GREAT JOB. I'LL SEE IF I CAN BRING IN SOME MORE BUSINESS FOR YOU!”

**J. AND W. M.**

“I'M WRITING BECAUSE I WOULD LIKE TO SET SOMETHING UP IN THE NEAR FUTURE. I'VE JUST RECENTLY SOLD MY HOUSE AND MOVED HERE TO INDY (JUST ARRIVED TODAY) TO BEGIN MY REAL ESTATE INVESTING CAREER. MY GOAL IS TO BE RETIRED, FROM A TRADITIONAL 'JOB', WITHIN THE YEAR. YOU SEEMED LIKE THE PERFECT AGENT (S) TO HELP ME WITH THAT. I'VE BEEN READING SOME KIYASAKI, AND ONE HIS SUGGESTIONS IS TO FIND AN AGENT THAT IS ALSO AN INVESTOR.”

**J. B.**

“CRAIG, THANK YOU FOR YOUR RESPONSIVENESS. YOU HAVE BEEN A TREMENDOUS HELP AND I JUST WANTED YOU TO KNOW THAT I VALUE YOUR TIME. ELECTRONIC COMMUNICATION CAN BE SO VOID OF PERSONALITY AND ATTENTION TO DETAIL - IT'S RARE TO FIND BOTH. I LOOK FORWARD TO REVIEWING YOUR FEEDBACK AND LISTINGS, ESPECIALLY YOUR PERSONAL INSIGHT. THANK YOU FOR YOUR HELP.”

**A.**

“I THINK GOD HAS LEAD ME BACK TO YOU.....AND I DIDN'T KNOW HOW TO CONTACT YOU. WHEN I GOT HOME AND OPENED MY MAIL...THERE WAS YOUR NEWSLETTER....GOOD TIMING OR INTERVENTION?”

**C.**

“CRAIG, I WAS VERY IMPRESSED WITH YOUR PROPERTY MANAGER. I CAN TELL FROM TALKING WITH HER THAT SHE WILL MANAGE OUR RENTALS PRETTY MUCH THE SAME WAY WE WOULD. I HOPE THE PROSPECTIVE TENANTS SHE HAD LINED UP FOR HAWTHORNE END UP RENTING THE PLACE. IT SOUNDED LIKE THEY WOULD BE A GOOD FIT FOR THE PLACE. I ALSO HOPE THERE'S NOT TOO MUCH WORK TO BE DONE TO GET THE PLACE UP TO PAR.”

**J. R.**

"I AM EXTREMELY PLEASED AND COMFORTED WORKING WITH YOU AND YOUR TEAM. YOUR THOROUGHNESS AND ATTENTION TO DETAIL ARE MUCH APPRECIATED. PLUS, YOUR PROFESSIONAL EFFORTS, PATIENCE, AND "VOICE" ON THE PHONE TELL ME YOU CARE AND TAKE CARE OF THE PEOPLE YOU WORK WITH."

**A. B.**

"FROM MY CONVERSATIONS WITH HIM, HE RUNS A TOP-NOTCH PROPERTY MANAGEMENT BUSINESS AND SEEMS TO BE WELL RESPECTED IN THE INDUSTRY. CRAIG – IT'S NICE TO PUT A FACE WITH THE VOICE FINALLY... AND I LIKE YOUR TIE!!"

**D. O., RENT MANAGER**

"I'VE BEEN A RENTER FOR ABOUT 9 YEARS NOW AND THIS IS THE BEST LANDLORD/TENANT RELATIONSHIP I'VE HAD!! KEEP UP THE GOOD WORK."

**R. F.**

"I HAVE GOOGLED YOU GUYS AND YAHOO, TOO. I KNOW YOUR REPUTATION WHICH IS WHY I CONSIDERED YOU FIRST. MY SITUATION HAS CHANGED SOMEWHAT AND AM TRYING A DIFFERENT DIRECTION FIRST. THANK YOU FOR ALL YOUR EMAILS AND ALERTS THEY ARE APPRECIATED, AND YOU MAY YET BE THE LEASING AGENTS I CALL ON.....WE'LL SEE!"

**P. C.**

"I DO WANT TO THANK YOU FOR ALL OF THE KINDNESS AND CONSIDERATION YOU AND YOUR COMPANY HAVE EXTENDED ME. CRAGER-BARTELS WAS LITERALLY ONE OF MY VERY FIRST IMPRESSIONS WHEN I MOVED HERE AND IT IS A VERY POSITIVE ONE. I WOULD BE VERY HAPPY TO RECOMMEND YOUR SERVICES TO ANYONE. THANK YOU FOR YOUR TIME AND CONSIDERATION IN THIS MATTER. IF THERE IS ANYTHING I NEED TO DO PLEASE LET ME KNOW."

**C. N.**

"CRAIG, SO VERY TRUE. AGAIN, I REALLY WANT TO THANK YOU FOR YOUR PATIENCE AND HARD WORK ON THESE. YOU'VE BEEN A TERRIFIC RESOURCE AND IT GIVES ME A LOT OF CONFIDENCE TO GO INTO THESE DEALS WITH YOU ON OUR SIDE."

**C. L.**

"HEY CRAIG: THANK YOU FOR YOUR RESPONSES. MY LEVEL OF CONFIDENCE AND COMFORT WITH YOUR AGENCY (AND YOU) HAVE TAKEN A GIANT LEAP. I'M ALWAYS IMPRESSED WHEN I'M DEALING W/FOLKS THAT IMPRESS ME AS KNOWING THEIR CRAFT AND ARE NOT TRYING TO SNOW YOU. BASED ON YOUR FEEDBACK, WE ARE READY TO MOVE FORWARD WITH THIS DEAL. I SEE NO REASON NOT TO SIGN THE PA AND RETURN TO KAREN."

**L. P., OWNER**

"I'VE BEEN REALLY IMPRESSED WITH CRAGER BARTELS AND HOPE THIS DUPLEX WILL WORK WELL IN YOUR INVENTORY."

**R. R.**

**MARCH 5, 2008**

"I AM SO PLEASED WITH YOUR COMPANY AND ALL YOU ARE DOING FOR ME."

**J. Z., OWNER**

**MARCH 6, 2008**

"THANK YOU FOR HELPING ME TO UNDERSTAND THIS ONE. I WILL USE THE LEDGER IN THE FUTURE TO UNDERSTAND SIMILAR ITEMS...I HAD TWO PROPERTY MANAGERS (ONE IN OK AND ONE IN TX) WHERE I HAVE TO WORK WITH THEM FOR HOURS MONTH AFTER MONTH UNTIL THEY WOULD DELIVER A DECENT READABLE MONTHLY STATEMENT."

**J. C., OWNER**

**MARCH 10, 2008**

"ALL IS WELL. RANDY CAME AND DID HIS MAGIC. A FITTING HAD COME LOOSE AND HE FIXED IT. THANK YOU FOR THE FOLLOW UP AND THE QUICK RESPONSE."

**D. G., OWNER**

**MARCH 26, 2008**

"THANK YOU SO MUCH AMANDA, YOU'RE DOING A WONDERFUL JOB... HOPE YOUR SUPERIORS ARE TAKING CARE OF YOU..."

**M. C., OWNER**

**JUNE 3, 2008**

"MR. CRAGER: MANY THANKS FOR YOUR HELP WITH THE HOME RENTAL STORY. I HAVE ATTACHED IT FOR YOU. YOU ARE QUOTED UNDER STEP 4."

**R. D.**

**JULY 18, 2008**

"HELLO! THANK YOU FOR THE INFORMATION. I APPRECIATE ALL YOU DO!"

**E. C., OWNER**

**AUGUST 7, 2008**

"DEREK, THANKS FOR YOUR COMPLETE EXPLANATION—IT IS VERY HELPFUL. I WISH ALL OF OUR PROPERTY MANAGERS WERE LIKE YOU AND CRAIG—WOULD SURE MAKE OUR RE INVESTING SO MUCH MORE REWARDING AND MAKE OUR LIFE SIMPLER. I KNOW MY SISTER FEELS THE SAME."

**M. B. AND A.**

**SEPTEMBER 15, 2008**

"CRAIG, THANKS FOR YOUR RESPONSE, I DID RECEIVE THE EMAIL FROM YOUR STAFF AFTER I CALLED YOU, AND THE MONEY HAS BEEN DEPOSITED. YOU GUYS ARE GREAT. THANKS."

**W. W.**

**SEPTEMBER 26, 2008**

AFTER RECEIVING NEWS OF CRAGER-BARTELS' NEW PREVENTATIVE MAINTENANCE PROGRAM, HERE IS WHAT D. L. HAD TO SAY..."I LOVE THIS – IT'S GREAT, THANK YOU."

**OCTOBER 7, 2008**

"THANKS, DEREK. MY MOTHER IS NOW CLOSE ENOUGH TO ME SO THAT I CAN HELP HER WITH THINGS. THE HOUSE, AND HOW SMOOTHLY THE TRANSITION HAS BEEN FOR HER, HAS BEEN A TRUE BLESSING. THANK YOU ONCE AGAIN."

**S. M., (DAUGHTER/POA OF P. Z.)**

**OCTOBER 10, 2008**

"EVERY HOME IN INDY IS OWNED BY CRAGER-BARTELS!"

**A. C.**

"YOU ARE A FIRST RATE TEAM AND YOU WILL STAY THAT WAY."

**A. B., OWNER**

**NOVEMBER 3, 2008**

"I WANT TO THANK YOUR SERVICE DEPARTMENT FOR HANDLING MY BASEMENT EMERGENCY. EVERYTHING WAS EXCELLENT. THANK YOU!"

**L. E., INDIANAPOLIS**

**NOVEMBER 4, 2008**

"I REALLY APPRECIATE THE QUALITY AND SPEED OF THE SERVICE THAT WAS RENDERED TO MY PROPERTY YESTERDAY TO REPLACE THE LEAKING WATER HEATER. THE RESPONSIVENESS TO THE PROBLEM AND THE CONTINUOUS COMMUNICATION ON THE ON-GOING STATUS WAS VERY PROFESSIONAL. I ESPECIALLY WANT TO THANK KAREN FOR BEING THE POINT PERSON ON THE PROBLEM AND COORDINATING THE RESOLUTION. THANK YOU AND LOOK FORWARD TO SIMILAR SERVICE IN THE FUTURE."

**M. S., OWNER**

**NOVEMBER 14, 2008**

"THANK YOU FOR YOUR LETTER INFORMING ME OF OUR NOVEMBER PAYMENTS. I TRULY APPRECIATE YOUR ONGOING COMMUNICATIONS TO KEEP ME ABREAST OF WHAT IS HAPPENING WITH MY HOMES IN INDY. YOU AND YOUR TEAM WORK SO DILIGENTLY IN TAKING CARE OF THE ADMINISTRATION AND MAINTENANCE OF MY HOMES. I LOVE YOUR PROACTIVE METHODS THAT "SAY" HERE'S THE PROBLEM AND THIS IS HOW WE FIXED IT. YOU'RE A FIRST CLASS TEAM!"

**A. B., OWNER**

**NOVEMBER 28, 2008**

“EVERYTHING WAS REPAIRED WITHIN MINUTES ONCE THE SERVICE PERSON ARRIVED AND IS WORKING FINE, NOW. I DO NOT HAVE ANY COMPLAINTS. THANK YOU.”

**R. D.**

**DECEMBER 4, 2008**

“THANKS FOR TAKING THE TIME TO SPEAK TO ME REGARDING MY “SITUATION” WITH MY PREVIOUS PROPERTY MANAGER AND CURRENT TENANT. I AM IMPRESSED WITH THE SERVICE, PRICING AND AUTOMATION THAT YOU PROVIDE.”

**H. P., OWNER**

**DECEMBER 5, 2008**

“I WAS IMPRESSED YOU INSTANTLY REMEMBERED MY NAME AND THE PRONUNCIATION WAS PERFECT. IT IS GOOD TO HEAR YOU AND YOUR PARTNER ARE DOING GREAT.”

**R. F.**

**JANUARY 2009**

DEREK, I REALLY APPRECIATE YOUR WILLINGNESS TO GO THE EXTRA 12,000 MILES AND COME OVER TO KUWAIT AND TAKE CARE OF MY HOME FINANCES.

**M.V., OWNER**

**JANUARY 13, 2009**

“GREAT PHOTOGRAPHY, CRAIG! AWESOME TEAM YOU HAVE!”

**T. J.**

**FEBRUARY 3, 2009**

“WE FEEL WE MADE THE RIGHT CHOICE IN SELECTING YOU AS OUR ‘AGENCY’ TO MANAGE OUR PROPERTY ON WESTON DRIVE. YOU DO A FANTASTIC JOB ☺. IT DID NOT TAKE LONG TO RENT OUR HOUSE THE FIRST TIME IN 2007, AND NOW, IT DID NOT TAKE LONG TO RENT IT AGAIN. ONCE MORE, KUDOS FOR YOUR DOING A GREAT JOB!”

**G. R.**

**FEBRUARY 10, 2009**

“DEREK, THANKS FOR ALL YOUR WORK IN HELPING ME SELL MY RENTAL PROPERTY. LIVING OUT OF STATE AND ATTEMPTING TO NEGOTIATE A SHORT SALE MADE THIS A DAUNTING TASK, BUT YOUR EFFORTS TO SEE EVERYTHING THROUGH REALLY PAID OFF. YOU HELPED MAKE WHAT SEEMED LIKE AN IMPOSSIBLE TASK, POSSIBLE! I WOULD RECOMMEND CRAGER-BARTELS REAL ESTATE TO ANYONE MOVING TO INDIANA.”

**J. O., OWNER**

**FEBRUARY 15, 2009**

“EVERYTHING WAS DONE QUICKLY AND IN A VERY PROFESSIONAL MANNER. GREAT ATTITUDE OF REPAIR PERSON WAS A GREAT PLUS. YOU ALL DO A SUPERB JOB... THANKS!

**D. G., TENANT**

**FEBRUARY 17, 2009**

“I JUST WANTED TO SAY CONGRATULATIONS AND WISH YOU A SUCCESS ON THE NEW BOOK. I’M NOT A REAL ESTATE AGENT BUT I WILL DEFINITELY PICK UP A COPY FOR MYSELF AND MY AGENT FRIENDS.”

**A. G., AMG HOMES**

**MARCH 9, 2009**

I WANTED TO GET BACK WITH YOU AND FOLLOW UP ON OUR CONVERSATION. FIRST OFF, I WOULD LIKE TO SAY THAT I AM SO VERY IMPRESSED WITH NOT ONLY YOUR BUSINESS MODEL – BUT YOUR PASSION AND EXCITEMENT FOR WHAT YOU DO . IT S RARE TO FIND INDIVIDUALS WHO ARE NOT ONLY PASSIONATE ABOUT THEIR BUSINESS, BUT DO IT WELL. I AM MOST IMPRESSED THAT EVEN IN TODAY’S ECONOMY YOUR BUSINESS IS THRIVING AND I AM TRULY HONORED TO HAVE MET YOU AND BEEN ABLE TO BEND YOUR EAR. ANYONE WHO IS GIVEN THE CHANCE TO JOIN YOUR ORGANIZATION SHOULD BE GRATEFUL, NOT ONLY FOR THE OPPORTUNITY, BUT TO BE SURROUNDED BY PEOPLE WHO WILL ASSIST THEM IN MAKING THEM A SUCCESS. PEOPLE WITH YOUR DRIVE AND AMBITION ARE THE PEOPLE THAT I SURROUND MYSELF WITH. THOSE FOLKS WHO WANT THEIR OWN SUCCESS, BUT ARE ALSO GENUINELY INTERESTED IN HELPING OTHERS ACHIEVE THEIR OWN GOALS.”

**A. M. R.**

**MARCH 10, 2009**

“ DEREK, I WANTED TO THANK YOU FOR YOUR TIME LAST WEEK. IT WAS A PLEASURE TO MEET YOU. YOUR FAMILY ORIENTED BUSINESS IS JUST WHAT I HAVE BEEN LOOKING TO FIND, NOT ONLY A JOB BUT A PLACE WHERE VALUES AND ETHICS ARE HIGHLY PRIZED. I HOPE THAT I LEFT YOU WITH THE IMPRESSION THAT NOT ONLY AM I KNOWLEDGEABLE AND SKILLED FOR THE POSITION BUT ALSO DEDICATED TO A LONG TERM RELATIONSHIP WITH YOUR COMPANY. I FEEL THAT THE TRANSITION FOR ME INTO CRAGER-BARTELS WOULD BE EASY AND I THANK YOU FOR YOUR CONSIDERATION FOR THE POSITION. I AM LOOKING FORWARD TO COMING TO INDY.”

**T. A., JOB APPLICANT**

**MARCH 11, 2009**

“THANKS PENNY! THAT’S GREAT! I APPRECIATE YOUR ALWAYS RESPONDING TO MY E-MAILS SO FAST AND FOR ALL YOU ARE DOING TO GET OUR PROPERTY LEASED. THANKS AGAIN FOR ALL YOUR EFFORTS! YOU ARE THE BOMB! I OWE YOU LUNCH!”

**M. O., OWNER**

**MARCH 12, 2009**

RESPONSE TO WORK ORDER: “EVERYTHING WENT GREAT WITH THAT WORK ORDER. EVERYTHING WENT SMOOTH SO I AM VERY SATISFIED WITH THAT. AMANDA VERIFIED WITH ME WHAT I NEEDED AND DISPATCHED SOMEONE RAPIDLY. ATTENTION LIKE THAT IS GREAT!”

**C. P., TENANT**

**MARCH 16, 2009**

"YOU GOT OUR PROPERTY LEASED IN 2 WEEKS! CONGRATULATIONS! THIS IS EXCELLENT AND WE ARE THRILLED. WELL DONE!"

**M. O., OWNER**

**JUNE 2009**

"CRAGER-BARTELS REAL ESTATE NAMED TO COMPUTING'S INDUSTRY ELITE."  
**PC WORLD**

**JUNE 9, 2009**

"EVERYTHING WAS COMPLETED IN A TIMELY MANNER, SOMEONE WAS OUT WITHIN A FEW HOURS OF OUR REQUEST. EVERYTHING WAS DONE QUICKLY AND EFFICIENTLY.

**C.B., TENANT**

**JUNE 23, 2009**

"THIS IS SO EXCITING!! A HUGE, HUGE, HUGE, THANK YOU!! THANKS A MILLION.

**B.S., OWNER**

**JUNE 25, 2009**

"CRAIG, GOOD TO KNOW YOU TAKE CARE OF REPAIRS VERY PROMPTLY. APPRECIATED!"

**T.O., OWNER**

**JUNE 30, 2009**

"JUST WANTED TO THANK YOU FOR ALL OF YOUR HELP WITH REGARD TO THE TUSCANY PROPERTY. IT'S CERTAINLY BEEN A LONG ROAD AND I COULDN'T HAVE DONE IT WITHOUT YOU. THANKS AGAIN!

**D.G., OWNER**

**JULY 9, 2009**

"THANK YOU, YOU GUYS HAVE HELPED ME A LOT. I WILL BE MOVING IN BY THE 17TH. GREAT JOB!"

**Y.C., TENANT**

**JULY 16 2009**

"T. AND I REALLY APPRECIATE THE PROFESSIONAL SERVICE YOU AND YOUR COMPANY PROVIDE. IT CERTAINLY TAKES THE STRESS OFF OF US FROM BEING SO FAR AWAY."

**T. AND K. W., OWNERS**

**JULY 24, 2009**

"I JUST WANTED TO THANK YOU PERSONALLY FOR REFERRING ME TO THE TAX APPEALS GROUP FOR RELIEF ON PROPERTY TAX. I WANT TO KNOW WHICH PROGRAM YOU USE TO GET A LOWER PROPERTY TAX SINCE I UNDERSTAND YOU HAVE OVER 20 PROPERTIES OF YOUR OWN. I WANT TO BE SURE TO MINIMIZE MY COSTS AND

ELIVIAE THE PROPERTY TAX BURDEN CAUSED BY THE CURRENT ECONOMY. THANK YOU FOR AGAIN FOR YOUR HELP."

**M.L., OWNER**

**JULY 29, 2009**

"AWESOME -- THANK YOU SO MUCH. AND JUST SO YOU KNOW -- I KNOW YOU ARE DOING EVERYTHING YOU CAN -- AND YOU HAVE BEEN TREMENDOUSLY HELPFUL. THANK YOU SO MUCH. YOU ARE GREAT TO WORK WITH -- I AM JUST STRESSED AND WORRIED AND LEAVING MY HOME.

**S.A., OWNER**

**AUGUST 5, 2009**

"THANKS FOR YOUR HELP ON MY RENTAL PROPERTY! I AM JUST AMAZED AT THE SPEED WHICH YOU RENTED MY PLACE OUT. A BIG THANK YOU! AT THIS TIME, I AM LOOKING FOR ANOTHER GOOD PROPERTY TO PURCHASE IN THE INDY AREA. ONCE I DECIDE, I WILL DEFINITELY GO THROUGH YOU SO I CAN ENJOY THE BENEFIT OF USING YOUR SERVICE."

**W. W., OWNER**

**AUGUST 5, 2009**

"PENNY, I THANK YOU FOR KEEPING US POSTED AND I AM GLAD DEREK & CRAIG KEEP GREAT PROFESSIONAL PEOPLE LIKE YOU THAT DO AN EXCELLENT JOB. KEEP UP THE GOOD WORK, AND PLEASE, CONTINUE KEEPING US POSTED."

**G. R., OWNER**

**AUGUST 5, 2009**

"WHAT A GREAT JOB YOU GUYS HAVE DONE AND ARE DOING."

**T. W., OWNER**

**AUGUST 5, 2009**

"KAREN HAS BEEN WONDERFUL! DEREK, YOUR COMPANY IS WONDERFUL. ITS GREAT TO FINALLY BE WITH A PROFESSIONAL COMPANY THAT DOES WHAT THEY SAY THEY ARE GOING TO DO."

**N. C., PROPERTY OWNER**

**AUGUST 21, 2009**

"I SPEAK HIGHLY OF KAREN PARKER AT CRAGER BARTELS. THE COMMUNICATION IS WONDERFUL."

**M. L., PROPERTY OWNER**

**OCTOBER 4, 2009**

"GREAT MEETING WITH KEVIN THIS AFTERNOON. I HAVE A COUPLE PIECES OF PAPERWORK TO GET TO HIM. I AM VERY EXCITED ABOUT THE USDA LOAN PROGRAM, A REAL BLESSING AT THIS TIME OF MY LIFE. HE INDICATED THAT WE SHOULD KNOW

SOMETHING ABOUT PRE-APPROVAL ON FRIDAY. THANKS SO MUCH FOR YOUR SUPPORT AND THE GREAT SERVICE.

**DR. J.P., PROPERTY OWNER**

**OCTOBER 5, 2009**

"I HOPE YOUR HAVING A GREAT DAY!!! I JUST LOVE DEALING WITH THE THINGS I HAVE TO DEAL WITH AFTER THE HOUSE HAS BEEN SOLD AND I'M SERIOUS BECAUSE I'M SO GLAD TO HAVE BEEN BLESSED BY YOUR HELP WITH THIS, THANK YOU SO MUCH!!!"

**R.P., PROPERTY OWNER**

**OCTOBER 13, 2009**

"I JUST READ YOUR ARTICLE IN THE SCORE NEWSLETTER. I AM ONCE AGAIN IMPRESSED BY YOUR ACCOMPLISHMENTS AND APPROACH TO GETTING THINGS DONE AND DONE WELL. I WANT TO GET BACK TO MEETING WITH YOU AGAIN IN THE VERY NEAR FUTURE... I AM CURRENTLY IDENTIFYING MY TOP 20% CUSTOMERS AND GETTING IN CONTACT WITH THEM. THIS STOOD OUT AS A SOLID IDEA YOU GAVE ME IN THE PAST. THANKS FOR THE HELP AND I LOOK FORWARD TO GETTING SOME MORE COACHING SOON."

**R. D., SCORE SUPPORT**

**NOVEMBER 5, 2009**

"YOU GUYS DO A GREAT JOB OF PROPERTY MANAGEMENT. I ABSOLUTELY LOVE THE JOB YOU DO. I HAVE ZERO COMPLAINTS OVER THREE YEARS. KEEP UP YOUR BUSINESS MODEL. I RECOMMEND YOU TO ANYBODY WHO WANTS TO LISTEN. THE BIGGEST THING I LIKE IS YOUR RESPONSE TO REPAIR NEEDS. THE REPAIR PEOPLE DO A GREAT JOB WHEN NEEDED. YOU HAVE A VERY NICE BUSINESS RUNNING HERE. DON'T CHANGE A THING."

**D. G., TENANT**

**NOVEMBER 5, 2009**

"YOU HAVE BEEN AMAZING IN HELPING ME BE ABLE TO VIEW THE APARTMENT AND BEING FLEXIBLE. I APPRECIATE IT VERY MUCH."

**A. L., TENANT**