

The Buyer Services GuaranteeTM is part of our unique Ultimate Service[®] customer program.

The services provided in this customized guarantee will reflect your personal needs as detailed in the comments below:

BUYER SERVICES GUARANTEETM

Buyer's comments:

Should you have any questions or concerns at any time, please contact your Sales Representative or the

Broker/Manager: _____ at this number: (_____) _____

We're ready to go to work for you.

If the content of this Buyer Services GuaranteeTM meets with your approval, we're ready to put our promises into action.

Buyer(s) Name (please print): _____ Date: _____

Buyer(s) Signature: _____ Date: _____

Sales Representative (please print): _____ Date: _____

Sales Representative Signature: _____ Date: _____

Phone: _____

Property Address: _____

Do you need help selling your current home? yes no

Ultimate Service[®] is worth putting in writing!

Coldwell Banker Ultimate Service[®] is proving its value every day - one satisfied customer at a time.

Service

Together, we will customize your Coldwell Banker Buyer Services GuaranteeTM to reflect your specific wants and needs.

Communication

We will keep you up to date on the progress of your transaction and provide you with the help you need to make wise and informed decisions.

Conduct

We will always be professional in our efforts to earn your trust and will do everything possible to ensure your satisfaction.

We keep our promises, or you don't keep us.[®]

Should the independently owned Coldwell Banker[®] affiliate not perform these buyer services, you are entitled to terminate the Buyer Representation Agreement, if you have signed one with us. Please keep in mind that local regulations or practices may restrict some services. Written termination notice must state reason(s) for termination and must be presented by you, in person, to the Broker/Manager. You also agree to provide the local Coldwell Banker[®] affiliate broker with an opportunity to correct the situation within a 24 hour period following the delivery of the termination notice. If the Buyer Representation Agreement is terminated, the termination provisions of the agreement still apply. The remedy of any customer under the Ultimate Service[®] Program is strictly limited to the cancellation of a Buyer Representation Agreement and gives rise to no further or other rights or remedies whatsoever.

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COPY 1 - BUYER(S) COPY 2 - SALES REPRESENTATIVE