



R. N. Poonawala, P.A.

ROBINA N. POONAWALA, M.D.

www.drpoonawala.com

4007 James Casey, Suite D-240

Austin, Texas 78745

(512) 440-8989 Off.

(512) 440-0299 Fax

November 30, 2004

Norman Gelfand, President
Gelfand Group Commercial Real Estate
12002 Ladrado Lane
Austin, Texas 78727

Dear Norman,

I am writing this letter of recommendation to applaud you on the real estate negotiation you provided me in relocating my medical practice. Your expertise and personal attention on my behalf enabled me to secure an outstanding office environment for myself, as well as my patients.

I respect and appreciate the professional manner in which you directed me during a sometimes arduous negotiation cycle. Without your guidance, patience, and knowledge of the medical office space market and the prevailing environment, it would have been difficult – if not impossible – to have secured the suite in which I now conduct my daily business.

The cooperative manner you championed and exhibited with the owner during the negotiation process was the key aspect of my purchasing the property. Because you were able to establish a win-win situation for both parties, all were able to leave the bargaining table with a sense of satisfaction. While it is impossible to always get everything one wants in a negotiation, you gave me the information I needed to make the choices required to consummate this transaction in the best manner available.

The extensive and professional "Broker's Price Opinion" you developed was an invaluable tool in helping with tax concerns relative to the acquisition of this property. It was very evident that your vast market knowledge was utilized during the negotiation process.

I would gladly refer any medical professional in need of commercial brokerage and contract negotiation services to you and Gelfand Group Commercial Real Estate. You represented me well.

Sincerely,

Robina Poonawala, M.D.