



January 6, 2006

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Armand:

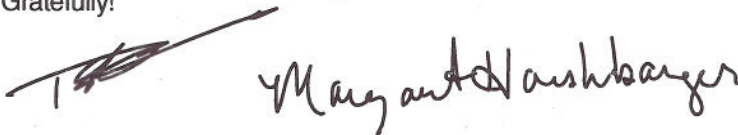
Margaret and I feel incredibly lucky to have worked with you, and can't thank you enough for the education, advice, guidance and friendship you've shown from the first phone conversation we all had. I hope every Microsoft employee is lucky enough to be matched with someone of your caliber and personality when they relocate! Though we were assigned to you by no more than luck, we never would have found someone as knowledgeable, helpful and kind in the area (or country, I bet).

Moving is always a challenge, but moving across the country (from San Francisco), to a place we'd never lived, while I was changing jobs, with two cats, and most importantly, while Margaret was in the middle of the first trimester of pregnancy, we anticipated getting to know the area, finding a neighborhood, and most importantly, finding our new home, to be rather stressful and difficult.

What we got, because of you, was the perfect home for us (and the baby on the way!), in the perfect neighborhood, at exactly the right price. You were our advocate at every step, you educated us on everything North Carolina from geography to lifestyle to food, and you ensured that we were looked after like friends, not just clients. And best of all, Margaret and I have what we hope will be a long-lasting friendship with you and your family. And we just wanted a house! ☺

Our deepest thanks to you personally and professionally, Armand. You're one of a kind, and I hope every Microsoft employee that comes to the area is fortunate enough to work with you. And I'll do what I can to see that it happens!

Gratefully!



Tom & Margaret Harshbarger
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