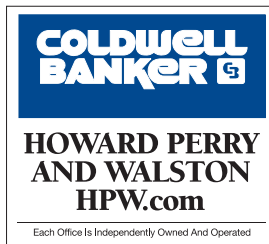


Quality Service Guarantee for Sellers

This Quality Service Guarantee is your written commitment that Coldwell Banker Howard Perry and Walston and your sales associate will perform the services stated below as part of the exclusive sellers agreement.

I Will:

1. Recommend enhancements that will increase the property's appeal to Buyers.
2. Help you develop a pricing strategy by providing information about properties that have recently sold, are under contract, and are currently on the market.
3. Create a marketing plan that includes strategies to give the property total exposure to real estate agents, local buyers, relocating buyers, CBHPW associates and Internet buyers, based on the selected level in the HOMES program.
4. Present and review all legal forms required by the State of North Carolina including an explanation of agency.
5. Review your property history and disclosure statement and deliver it to each prospective buyer.
6. Furnish and review an estimate of the proceeds that you can expect from the sale of your property.
7. Recommend professional service providers such as the home warranty companies.
8. Consult with Alera Financial to establish the most favorable financing options to a potential buyer and display those in your property.
9. Monitor feedback from showings and recommend marketing and enhancement adjustments.
10. Commit to regular communication including prospective buyer activity and feedback.
11. Communicate with you weekly to review the activity.
12. Return your phone call or e-mail within 24 hours or less.
13. Require that prospective buyers submit pre-approval letters with all offers. If necessary, verify validity of the pre-approval letter by checking with the financing institution and Alera Financial.
14. Negotiate the price, terms, and conditions to reach an agreement that is favorable for you. Continue to negotiate after the contract by providing inspection request assistance.
15. Provide Concierge assistance to help you prepare for and complete your move.
16. Coordinate showings and after-sale inspection appointments.
17. Monitor the contract status and satisfaction of contract contingencies.
18. Offer you our home buying or our referral assistance.
19. Attend the closing.
20. Follow-up after the closing to ensure that details have been completed.
21. Provide you with the opportunity to evaluate my service provided through the Quality Service Assurance Survey™



Signature

Date

Signature

Date

Should Coldwell Banker Howard Perry and Walston not perform the services stated above, you are entitled to terminate the exclusive listing agreement on your property. Written termination must be presented by you in person to the Office Manager. You also agree to provide CBHPW with an opportunity to correct the situation within a 72 hour period following delivery of the termination notice. If the exclusive listing agreement with you is terminated, the termination provisions of the exclusive listing agreement shall apply.