

# *Quality Service Certified<sup>®</sup> Platinum*

*Michael Hays, QSC*

*In recognition of the extraordinary achievement of 100% client satisfaction as measured by Leading Research Corporation and the Quality Service Assurance Survey<sup>®</sup>. No professional achievement is as important as the delivery of exceptionally satisfying service. The Quality Service Certified Platinum status is the highest level of service achievement in the real estate industry.*



*Presented March 2009*  
*Award based on 2008 compiled survey results*

A handwritten signature in black ink, appearing to read 'Larry D. Romito'.

*Larry D. Romito*  
*President, CEO*  
*Quality Service Certification, Inc.*