



July 21, 2009

On behalf of the board of staff of the North Carolina Coalition Against Sexual Assault (NCCASA), we are compelled to recognize the outstanding customer service we received from Grubb & Ellis' representative, Jake Jones.

Our organization had the pleasure of working with Mr. Jones during our search for a new office space. His professional and courteous attitude, coupled with expert knowledge, persistence and patience in handling NCCASA's specific needs was key to our complete customer satisfaction.

Finding ample space in the current fiscal downturn is not an easy task. However, Jake eased our fears by providing a sensible response to questions and concerns. While we know Grubb & Ellis is renowned for the customer service it provides, NCCASA felt Jake treated our reality affairs with the utmost importance.

We are confident in saying that when in need of reality expertise, NCCASA will seek without a shadow of doubt seek the services of Jake Jones; fully knowing our organization will receive quality customer service and dedication.

Sincerely

A handwritten signature in black ink, appearing to read 'Debra Evans', written over a horizontal line.

Debra Evans  
Operations Director