

Dear Mr. Torres,

I am writing to commend the business practices of the Ensenada office of ReMax. I am somewhat familiar with real estate dealings in Mexico; my father purchased a house more than a year ago and my husband and I have been looking there ourselves for the past 9 months. We have dealt with a few other agencies and although we were not unhappy with their services and tactics, we are far more pleased and impressed by the attention and quality of professionalism we have found at ReMax Ensenada.

Our agent, Salvador Diaz has provided us with exceptional attention. He was not only both patient and reliable, but readily available and swift within our time constraints. Beyond that, and perhaps most importantly, he was clear regarding our particular interests and requirements. It is apparent to us he has no hidden agendas or biases when it comes to his clients, which is a gift rarely found in real estate agents, or sales reps of any kind, anywhere. He was able to identify the ideal property we were seeking, and has gone to great lengths to help make it happen for us. More than I could have imagined. We are very grateful for the special attention he has provided our dealings in the matter.

We also want to compliment Arturo Novelo for his superior professional standards regarding our transactions. He has made us very comfortable facing the challenges involved in Mexican real estate, and we have truly appreciated his involvement, particularly that he makes every effort to hold all others to the same standards of professionalism. We are all aware of the variety of styles and lack of standards regarding Mexican real estate, so it is particularly comforting to find those who demand the kind of higher standards we Americans are used to. We found him to be a very diplomatic advocate during our transactions, which is skillful in accommodating both Mexican sellers and foreign buyers. I see this being the best method for smooth dealings that can both eliminate the fears and minimize the risks of foreign sales. His introduction and inclusion of First Title Services has been another extremely valuable and necessary dimension in our acquisition.

We have heard people tell us more than once, when it comes to Mexican real estate, 'don't trust *anybody*'. Still, I imagine that ReMax, as a world-known name in real estate has a standard of professionalism it would like to uphold. Although the seller of the property we are purchasing came from another ReMax office, some tactics used were somewhat outside of what we would consider respectable. However, it all seems to be going along smoothly now and we are confident all outcomes will be both agreeable and favorable to all parties.

I would recommend Ensenada ReMax to anyone. Additionally, we found everyone else at the office helpful, pleasant, and accommodating at all times. We were always comfortable there. My only complaint is that their facility does not match the quality of their services!

They deserve a more complementary space. For us, it did not compromise anything, but for those for which a superficial 'first impression' matters more, it could bring many more to their door.

We found the level of care and integrity of both Salvador Diaz and Arturo Novelo of Ensenada ReMax to supercede any of the rumors we had heard, as well as our earlier experience with Baja real estate. The service of Ensenada ReMax upholds the quality of the ReMax name, reputation, and standard of professionalism.

I thought it was important for you to know.  
With sincere appreciation,

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