



Customer Testimonials

Don't take our word for it,
read what our customers have to say...

JACI STONE
Apollo Beach Office

Jaci!

We are so excited!!!! The funds just got transferred into our account. I am thrilled for the Bartons and my Dad, too, as they begin building their new waterfront home. They got a really good piece of land, so I'm looking forward to seeing what they do with it :) I've been praying for the last several years for the right buyer, so it's exciting to see how much they love it!

I'm very happy to hear the Bartons will be listing their house with you, too. It sounds like everyone involved got great things out of the deal: you, my Dad, the Bartons, and Brian and myself. That is wonderful!

I trust all the funds got disbursed to you and the other agent alright? And any updates on Aubi's house and potential buyers?

Thank you for all your hard work on getting our property sold :) I really, really, really appreciate it. Brian and I couldn't be more excited right now!

Thank you again for everything!!!! You have been a great Realtor. I just wanted you to know!

~*Summer*

I recently used the services of your agency and I wanted to take some time to express my pleasure with my experience. The realtor my boyfriend and I selected was **Jaci Stone**. From day #1 Jaci went above and beyond the call of duty and exceeded any expectations I could have had.

My moving situation was a little complicated. I had transferred to Tampa for my job and I put my house on the market up north on very short notice. Because I was going to be an absentee seller, I decided to market my house with people I knew, figuring I'd get a little extra TLC. Boy was that a mistake! The sale of my Massachusetts home was very challenging. These realtors I knew and trusted provided sub-standard service which left a great deal of things on my and my boyfriend's shoulders.

Throughout the sale efforts, we were in touch with **Jaci** just to keep our eyes on the housing market here in Florida. Despite the fact that we were not yet in a position to buy, **Jaci** treated us like gold. She spent time and genuine effort to show us around. Prior to looking at any listings, she did a thorough canvas of the areas and neighborhoods to give us a better idea of where we'd want to settle once we were ready to buy. **Jaci** was knowledgeable of all the areas within her territory. She communicated the good points but also shared insight on some of the negative aspects as well. She gave the feeling that she really cared about where her client was going to live, and she wanted to be sure they were well-informed before making such an important decision.

The house up north finally sold and the pressure was on. The buyers wanted a quick closing. **Jaci** stepped up to the plate and invested numerous hours, usually at inconvenient times due to my full-time work schedule (I'm sure her family missed her at dinner time and on weekends). I was shown several houses in a short period of time. Each house getting more specific to what I was looking for. I found a house that I love in Riverview. **Jaci** helped counsel me when it came time to make an offer and then negotiate the sale price.

Once we settled on a figure, things started to heat up. The timing needed to be perfect between the closing up north and the closing here. **Jaci** was so organized and relaxed, but unfortunately my agents up north were dropping the ball left and right. Unfortunately for them, Jaci's level of service magnified their lack of service. I had no worries when it came to the Florida home. **Jaci** put me in touch with every possible player I was going to need...The mortgage broker for the financing, the house inspector (PADCO - Dana was excellent!), insurance agent for required insurance quote, etc. Following the home inspection, **Jaci** ensured every deficiency was corrected (which they were!).

The icing on the cake that put Jaci over the top in my book was when there was total breakdown in communication and progress on the Massachusetts closing. I was left to deal directly with the buyers' attorney. There were times I felt the Mass sale was in jeopardy of falling through. Last minute surprises (such as the bank backing out on the day of the scheduled closing due to a coding issue with the deck railing) were popping up and extensions were needed. **Jaci** turned into my sounding board for my frustrations. She was concerned about the situation. Not only because her sale was contingent upon the Mass home closing, but also because she could tell that I was feeling a great deal of pressure. She stepped in on my behalf and actually assisted with the Mass closing. She contacted the buyers' attorney who I had been dealing with and together we organized the ultimate long distance closing of that property. Only one extension was needed for the Riverview closing. It closed as scheduled on that new day. **Jaci** took her time to come to a celebratory lunch and has since stopped by with a housewarming gift.

Not only do I consider her an excellent realtor, but I now also consider her a friend.

I do not know a lot about the other real estate agents you have within your office but if they are anything like **Jaci**, you've got one heck of a staff!

There is no doubt that I will refer anyone I know who finds themselves in the market to buy property in this area to Century 21 Beggins - I will tell them to ask for **Jaci**.

To say I am pleased would be an understatement. Thank you CENTURY 21 Beggins and thank you **Jaci Stone!**

~*Robyn D. Russell*

For Your "Finest Real Estate Experience" ...*GUARANTEED!*

Century 21
BEGGINS ENTERPRISES
c21beggins.com



CENTURY 21® Quality Service Survey

Individual Survey Results



CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL

Customer: Brisa Del Mar
Phone: 8017065522
Email: matthewsmoot@gmail.com
Address: 7624 Nottingham Sky Drive

Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000016201
Transaction Type: Seller
Customer: Brisa Del Mar
Property: 6405 Mayra Shores Ln Apollo Beach FL 33572
Close Date: 08/26/2014
Survey Completed Date: 09/03/2014
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Jaci and Dan are the best real estate agents I've ever worked with!

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



CENTURY 21[®] Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000015239
Transaction Type: Seller
Customer: Matthew Smoot
Property: 6411 Mayra Shores Ln Apollo Beach FL 33572
Close Date: 04/01/2014
Survey Completed Date: 06/10/2014
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Jaci is the best real estate agent who I've ever worked with. She is an expert in every sense of the word. I will definitely recommend her to all my friends. Dan goes the extra mile every time. He jumps thru any hoops to get a deal done. I really appreciate his hard work. Both Jaci and Dan are excellent at relating to other people.

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
94%

Transaction ID: 000000016361
Transaction Type: Seller
Customer: Robert Newsad
Property: 916 Spindle Palm Way Apollo Beach FL 33572
Close Date: 03/31/2014
Survey Completed Date: 04/17/2014
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	10
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	10
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	10
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■	9
■ ■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■	10

Additional comments

Jaci has been a great help to me.

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000015772
Transaction Type: Seller
Customer: Byron and Suan Easley
Property: 15812 Dawson Ridge Dr Tampa
 FL 33647
Close Date: 12/26/2013
Survey Completed Date: 01/11/2014
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Jaci Stone and Jack Wesley were an excellent team assisting us to find, qualify, and lease our home in Tampa to excellent tenants!

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000015285
Transaction Type: Buyer
Customer: Larry and Cynthia Falck
Property: 6619 Current Dr Apollo Beach FL 33572
Close Date: 11/12/2013
Survey Completed Date: 11/25/2013
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████	████████	████████	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

Additional comments

Both Jaci and Bonnie were very helpful.

KEY: **0-4** Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000014669
Transaction Type: Seller
Customer: Jayson Stevens
Property: 611 Destiny Dr # 106 Ruskin FL 33570
Close Date: 05/22/2013
Survey Completed Date: 05/30/2013
Survey Type: Online

Overall Score
100%

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:
Regularly stayed in touch
Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

Additional comments

Jackie stone is super agent in my opinion!

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
98%

Transaction ID: 000000014348
Transaction Type: Buyer
Customer: Max and Renate Vandergraaf
Property: 610 Riviera Dunes Way # 506
 Palmetto FL 34221
Close Date: 05/13/2013
Survey Completed Date: 05/29/2013
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:
 Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close
 Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Regularly stayed in touch	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Knowledgeable about the market				N/A
Understood what was important	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	8
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9

Additional comments

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000014447
Transaction Type: Buyer
Customer: Matthew and Kimmy Smith
Property: 6410 Mayra Shores Ln Apollo Beach FL 33572
Close Date: 05/24/2013
Survey Completed Date: 06/03/2013
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:
 Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close
 Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Jaci is very kind hearted and easy to work with. A professional.

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000014042
Transaction Type: Buyer
Customer: Lori and Aaron Withrow
Property: 10618 56th St E Parrish FL 34219
Close Date: 03/15/2013
Survey Completed Date: 03/25/2013
Survey Type: Online

Overall Score
100%

1 - 4	5 - 7	8 - 10	Score
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:
Regularly stayed in touch
Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

Additional comments

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000013788
Transaction Type: Seller
Customer: Lawrence & Marie Watson
Property: 6832 Monarch Park Dr Apollo Beach FL 33572
Close Date: 03/27/2013
Survey Completed Date: 04/15/2013
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:
Regularly stayed in touch
Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

KEY: 0-4 Dissatisfied
5-7 Merely Satisfied
8-10 Delighted
N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000013070
Transaction Type: Buyer
Customer: Tyler and Hayley Sutterby
Property: 5312 Sanderling Ridge Dr Lithia FL 33547
Close Date: 01/24/2013
Survey Completed Date: 02/06/2013
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:
 Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close
 Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

We have now used Jaci for 5 transactions - buying and selling various properties. If that doesn't say it all, I dont know what would.

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000012779
Transaction Type: Seller
Customer: Tom & Doris Reynolds
Property: 916 Windton Oaks Dr Ruskin FL 33570
Close Date: 11/21/2012
Survey Completed Date: 12/03/2012
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL

Customer: Robert McColl
Phone:
Email: robertmccoll@verizon.net
Address:

Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000013252
Transaction Type: Buyer
Customer: Robert McColl
Property: 118 Aberdeen Pond Dr Apollo Beach FL 33572
Close Date: 12/10/2012
Survey Completed Date: 12/18/2012
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:
Regularly stayed in touch
Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████	████████	████████	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

Additional comments

Jaci Stone is a phenomenal Realtor and is an amazing asset to any Real Estate Agency. She has maintained excellent communication throughout the buying/selling process, and has displayed excellent honesty with all responses, even if it was not the answer that we were hoping for. As a customer, I prefer to hear the truth regardless of it's effect. Jaci's interpersonal skills are also truly professional yet she has the ability to make any client feel warm and welcomed. My family will definitely be using Jaci for any future real estate transactions, and we have already recommended her to some of our friends.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



CLIENT HAS REQUESTED YOU CONTACT HIM/HER FOR A REFERRAL

Customer: Patrick Rockhonz
Phone: 407-928-4117
Email:
Address:

Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000011966
Transaction Type: Seller
Customer: Patrick Rockhonz
Property: 2019 Legacy Palms Dr Maitland FL 32751
Close Date: 05/09/2012
Survey Completed Date: 05/17/2012
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

I am glad to have met Jaci Stone! She has helped in every aspect of this sale and I hope she will still be around when we decide to buy!

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000012239
Transaction Type: Buyer
Customer: Jayson Stevens
Property: 540 Manns Harbor Dr Apollo Beach FL 33572
Close Date: 05/24/2012
Survey Completed Date: 06/02/2012
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Class Company & Jacci has become my friend. Thank you guys for having the very special company that you share with everyone. As I said before You are the BEST in the state. Thanks again Jayson Stevens

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000012573
Transaction Type: Buyer
Customer: Raymond Holstrom & Kimberly Holstrom
Property: 1028 Apollo Beach Blvd # 11
 Apollo Beach FL 33572
Close Date: 06/11/2012
Survey Completed Date: 06/19/2012
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■	■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10

Additional comments

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
94%

Transaction ID: 000000012210
Transaction Type: Buyer
Customer: Stephanie Jachna
Property: 510 Laguna Mill Dr Ruskin FL 33570
Close Date: 02/29/2012
Survey Completed Date: 04/09/2012
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9
████████	████████	██████	9
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Jackie was wonderful!

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000011895
Transaction Type: Seller
Customer: Darlene Schmidt & Summer Morris
Property: 6415 Grenada Island Cove Apollo Beach FL 33572
Close Date: 04/09/2012
Survey Completed Date: 04/17/2012
Survey Type: Online

Overall Score
86%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Regularly stayed in touch	■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■		7
Knowledgeable about the market	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Understood what was important	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
Resolution of any issue that arose	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■	9
Explaining the Agreement	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■		7
Managing the details from contract to close	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■	8
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	10

Additional comments

Jaci was excellent and very professional. I would only recommend more follow-up to keep the client in touch with what's happening with their home/property.

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000011600
Transaction Type: Buyer
Customer: Nicholas Terlizzi
Property: 6836 Guilford Bridge Dr Apollo Beach FL 33572
Close Date: 02/10/2012
Survey Completed Date: 03/12/2012
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Jaci Stone went above and beyond throughout the entire procrss,she was available anytime i.needed her..Jaci truly made this an easy process...Thank you again Jaci

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000011600
Transaction Type: Seller
Customer: Mary & Marvin Glaser
Property: 6836 Guilford Bridge Dr Apollo Beach FL 33572
Close Date: 02/10/2012
Survey Completed Date: 03/12/2012
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████	████████	████████	10
Regularly stayed in touch	████████	████████	████████	10
Knowledgeable about the market	████████	████████	████████	10
Understood what was important	████████	████████	████████	10
Resolution of any issue that arose	████████	████████	████████	10
Explaining the Agreement	████████	████████	████████	10
Managing the details from contract to close	████████	████████	████████	10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████	████████	████████	10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████	████████	████████	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████	████████	████████	10

Additional comments

Jaci was simply Outstanding the best agent I've ever worked with! She made the short sale tolerable and I just can't say enough about her patience and ability to problem solve. I thank the Lord Jaci worked with Mary and me. Sincerely Marvin and Mary Glaser

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000012178
Transaction Type: Buyer
Customer: Karen Johnston
Property: 11403 Holmbridge Ln Riverview FL 33579
Close Date: 02/29/2012
Survey Completed Date: 03/09/2012
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Jaci stayed with me for over a year to sell my house through the DOD HAP program. She also was very patient and helped me find a new home. Jaci was extremely professional and knowledgeable about the area. Jaci was always accessible and willing to meet me anywhere. She made this difficult transition very easy. I have already recommended her to quite a few people. Thank you very much!! :)

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Overall Score
100%

Transaction ID: 000000011973
Transaction Type: Seller
Customer: Paula & Randy Brummett
Property: 12208 Timberlake Rd Riverview FL 33569
Close Date: 02/29/2012
Survey Completed Date: 03/08/2012
Survey Type: Online

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000012050
Transaction Type: Buyer
Customer: Nicole Brathwaite
Property: 1117 Seminole Sky Dr Ruskin FL 33570
Close Date: 02/24/2012
Survey Completed Date: 03/03/2012
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
Knowledgeable about the market
Understood what was important
Resolution of any issue that arose
Explaining the Agreement
Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10
■ ■ ■ ■	■ ■ ■ ■	■ ■ ■ ■	10

Additional comments

Jaci is the best and me and my family are truly appreciative. She knows her product which makes her even more successful. I will never contact another realtor other than Jaci from now on. If anyone is looking to purchase real estate and they don't have Jaci Stone as a realtor they are missing out! She definitely does every and any thing to please her clients which is a rarity nowadays. Jaci is truly an asset to century 21 and she deserves to be recognized for all her hard work.

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000011186
Transaction Type: Buyer
Customer: Jeffrey Dutcher
Property: 5404 Conch Shell Pl Apollo Beach FL 33572
Close Date: 04/15/2011
Survey Completed Date: 05/17/2011
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch

Knowledgeable about the market

Understood what was important

Resolution of any issue that arose

Explaining the Agreement

Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

We are very happy with Jaci and Century 21 Beggins. This is our second time for us with Jaci, she sold our house four years ago as the market was crashing she got us a buyer at a great price! Now that we have returned to Florida Jaci did a wonderful job helping to find us our new home. We have already recommended Jaci to my wife's parents.

KEY: 0-4 Dissatisfied
 5-7 Merely Satisfied
 8-10 Delighted
 N/A Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000010988
Transaction Type: Buyer
Customer: Linda DeBarross
Property: 911 Bunker View Dr Apollo Beach
 FL 33572
Close Date: 06/17/2011
Survey Completed Date: 07/05/2011
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?
 Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch
 Knowledgeable about the market
 Understood what was important
 Resolution of any issue that arose
 Explaining the Agreement
 Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?
 How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?
 How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10
████████	████████	████████	10

Additional comments

Thank you Jaci, it was a pleasure working with you!

KEY: 0-4	Dissatisfied
5-7	Merely Satisfied
8-10	Delighted
N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000010378
Transaction Type: Buyer
Customer: Carolyn Roland
Property: 9422 Laurel Ledge Dr Riverview FL 33569
Close Date: 07/21/2010
Survey Completed Date: 08/25/2010
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgeable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

I love her!!!!!!!!!!!!

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 000000009973
Transaction Type: Buyer
Customer: Katrina Brown
Property: 12624 Lake Vista Dr Gibsonton FL 33534
Close Date: 03/25/2010
Survey Completed Date: 05/13/2010
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgeable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 LIST with BEGGINS

Transaction ID: 00000000555
Transaction Type: Seller
Customer: Ralph Ladd
Property: 11732 Hoyt Ave Tampa FL 33617
Close Date: 03/20/2009
Survey Completed Date: 04/06/2009
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgeable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

Actually my experience involved four agents who worked together to market my property. They were Jaci Stone, Nancy Conley, Barbara Welter and Steve S. (cannot remeber his last name). I was very impressed with them all and would not hesitate to recommend any or all of them in the future. Ralph Ladd

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000008767
Transaction Type: Seller
Customer: Vishaal Gupta & Park Square Homes
Property: 13147 Sonoma Bend Pl Gibsonton FL 33534
Close Date: 04/30/2009
Survey Completed Date: 05/18/2009
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgeable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	[10 bars]			10
Regularly stayed in touch	[10 bars]			10
Knowledgeable about the market	[10 bars]			10
Understood what was important	[10 bars]			10
Resolution of any issue that arose	[10 bars]			10
Explaining the Agreement	[10 bars]			10
Managing the details from contract to close	[10 bars]			10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	NA			NA
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	[10 bars]			10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	[10 bars]			10

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Begins Enterprises

Transaction ID: 00000009079
Transaction Type: Buyer
Customer: Anthony Dees
Property: 12514 Kings Crossing Dr Gibsonton FL 33534
Close Date: 05/22/2009
Survey Completed Date: 06/08/2009
Survey Type: Online

Overall Score 100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	████████████████████			10
Regularly stayed in touch	████████████████████			10
Knowledgable about the market	████████████████████			10
Understood what was important	████████████████████			10
Resolution of any issue that arose	████████████████████			10
Explaining the Agreement	████████████████████			10
Managing the details from contract to close	████████████████████			10
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	████████████████████			10
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	████████████████████			10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	████████████████████			10

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000008900
Transaction Type: Seller
Customer: Thomas Nankeruis
Property: 12105 Citrus Leaf Dr Gibsonton FL 33534
Close Date: 08/24/2009
Survey Completed Date: 09/09/2009
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch

Knowledgeable about the market

Understood what was important

Resolution of any issue that arose

Explaining the Agreement

Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	10

Additional comments

This is the third time I've used Jaci (and the rest of her team - Nancy Conley, Steve Strand, and Barbara Welter) to either buy or sell a home. Hopefully it will be the last -- but I will definitely recommend them to anyone I know who needs a great realtor.

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000009303
Transaction Type: Seller
Customer: Tyler Sutterby
Property: 2109 Golden Oak Ln Valrico FL 33594
Close Date: 08/28/2009
Survey Completed Date: 09/27/2009
Survey Type: Online

Overall Score
100%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

- Regularly stayed in touch
- Knowledgeable about the market
- Understood what was important
- Resolution of any issue that arose
- Explaining the Agreement
- Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

1 - 4	5 - 7	8 - 10	Score
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10
<input type="checkbox"/>			10

Additional comments

The first phone call I ever placed to her was returned within hours to set up an appointment to sell our town home. Jaci walked us through a very confusing and difficult situation from start to finish. We felt at ease with the entire transaction and really believe she had our best interests at heart. We loved working with her so much that we asked her to help us find a new home and have recommended her to several other people. We could not have been happier with the level of service, care and professionalism that we received.

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked



CENTURY 21® Quality Service Survey

Individual Survey Results



Agent: Jaci Stone
Office: CENTURY 21 Beggins Enterprises

Transaction ID: 00000009544
Transaction Type: Buyer
Customer: Richard Kirby & Joan Lancaster
Property: 10915 Sailbrooke Dr Riverview FL 33579
Close Date: 09/23/2009
Survey Completed Date: 10/09/2009
Survey Type: Online

Overall Score
90%

Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?

Please rate your satisfaction with your CENTURY 21 agent, along each of the characteristics listed below:

Regularly stayed in touch

Knowledgeable about the market

Understood what was important

Resolution of any issue that arose

Explaining the Agreement

Managing the details from contract to close

Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?

How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?

How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?

	1 - 4	5 - 7	8 - 10	Score
Overall, how would you rate your CENTURY 21 agent with regard to your recent property transaction?	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Regularly stayed in touch	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Knowledgeable about the market	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Understood what was important	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	8
Resolution of any issue that arose	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	8
Explaining the Agreement	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
Managing the details from contract to close	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9
Overall, how would you rate the CENTURY 21 office you worked with (location, literature, Web site, etc.)?	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	5
How likely are you to recommend your CENTURY 21 office and/or agent to a friend or colleague?	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	10
How likely are you to use your CENTURY 21 office and/or agent in future property transactions, should the need arise?	■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■	■ ■ ■ ■ ■ ■ ■ ■ ■ ■	9

Additional comments

Jaci is GREAT GAL, No one is perfect. I felt I made demands n her and she came thru fine. The short sale market is hectic and this was our first exspure!

KEY:	0-4	Dissatisfied
	5-7	Merely Satisfied
	8-10	Delighted
	N/A	Not asked