



July 23, 2013

Neil Kolatkar
CBRE
4400 West 78th Street, Suite 200
Minneapolis, MN 55435

Re: Commercial Real Estate Services

Dear Neil:

I wanted to drop you a note to thank you for all your good work in helping us secure a new lease at our current office building.

I appreciated your commitment to find a solution for our current goals and also our anticipated future needs. We were particularly impressed with your market knowledge, professionalism and attention to detail.

As a result of your thorough market research, detailed financial analyses and strong negotiation skills, the Bloomington Convention & Visitors Bureau was able to renew its lease, significantly reduce occupancy cost and secure concessions in excess of \$215,000.

On a personal note, throughout the process I always felt confident that we were in good hands and appreciated your great follow up and guidance as we worked through the process. Your professionalism and patience with our somewhat busy schedules made our experience seamless and easy. I would highly recommend you to any organization with a real estate need and hope we have the opportunity to work with you again in the future.

Sincerely,

A handwritten signature in black ink that reads "Bonnie Carlson". The signature is written in a cursive style with a large, flowing initial "B".

Bonnie Carlson
President & CEO
Bloomington Convention & Visitors Bureau



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