

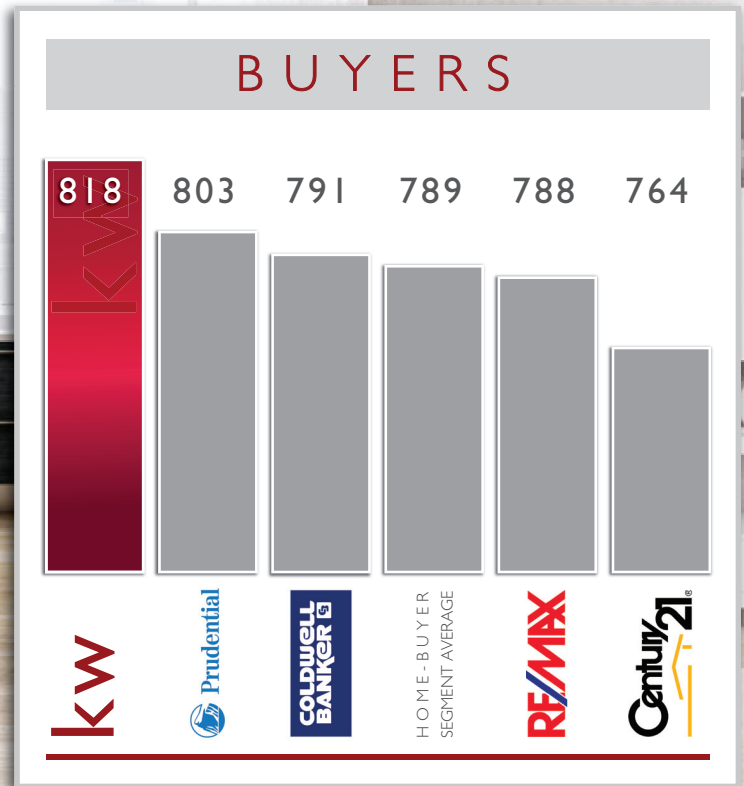
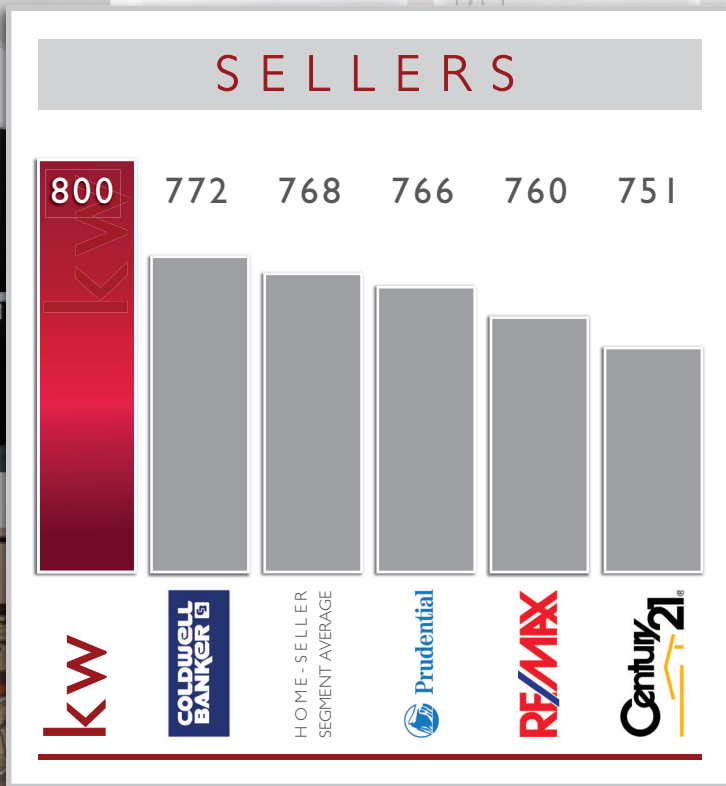
J.D. POWER AND ASSOCIATES®

2012 HOME BUYER / SELLER STUDYSM

CUSTOMER SATISFACTION INDEX RANKING
[BASED ON A 1000-POINT SCALE]



RANKS HIGHEST IN CUSTOMER SATISFACTION
AMONG BOTH HOME BUYERS AND SELLERS



SOURCE: J.D. POWER AND ASSOCIATES 2012 HOME BUYER/SELLER STUDY

CONGRATULATIONS TO KELLER WILLIAMS REALTY WHO WAS RANKED # 1 IN BUYER AND SELLER SATISFACTION. IN ADDITION, KELLER WILLIAMS REALTY ACHIEVES THE HIGHEST SCORE IN ALL FACTORS ACROSS BOTH SEGMENTS, INCLUDING AGENT / SALESPERSON, WHICH IS THE MOST IMPORTANT ASPECT OF THE CUSTOMER EXPERIENCE FOR HOME BUYERS AND SELLERS!

