



December 14, 2007

**FCB Homes**

10100 Trinity Parkway Suite 420  
Stockton, CA 95219

Dear FCB Homes:

Based on the results from Eliant's customer satisfaction surveys of over 75,000 new-home buyers across the country, I am pleased to inform you that FCB has been rated as the **#1 builder in the nation on the Year End Survey!** The dedication and caring that you show your home owners is evident in the scores that they provide you on the final appraisal of their first year's experience in their new home.

Compared to almost 300 other major builders across the country, your homeowner satisfaction scores are the highest of any builder at the end of the first year of ownership. (Based on the close of escrow period July – December 2006). In fact, **your firm achieved a top 10 ranking, in these areas:**

- Overall Homeowner Satisfaction – at the end of the 1st year **(#1)**
- Customer Service Experience – **(#3)**
- Overall Product Quality – **(#2)**

It's no wonder that your customers are so willing to recommend FCB to their friends.

Congratulations on this remarkable achievement!

Very sincerely,

A handwritten signature in blue ink that reads "Robert Mirman". The signature is fluid and cursive, with a long horizontal flourish extending from the bottom of the name.

Robert Mirman  
CEO, Eliant Inc.