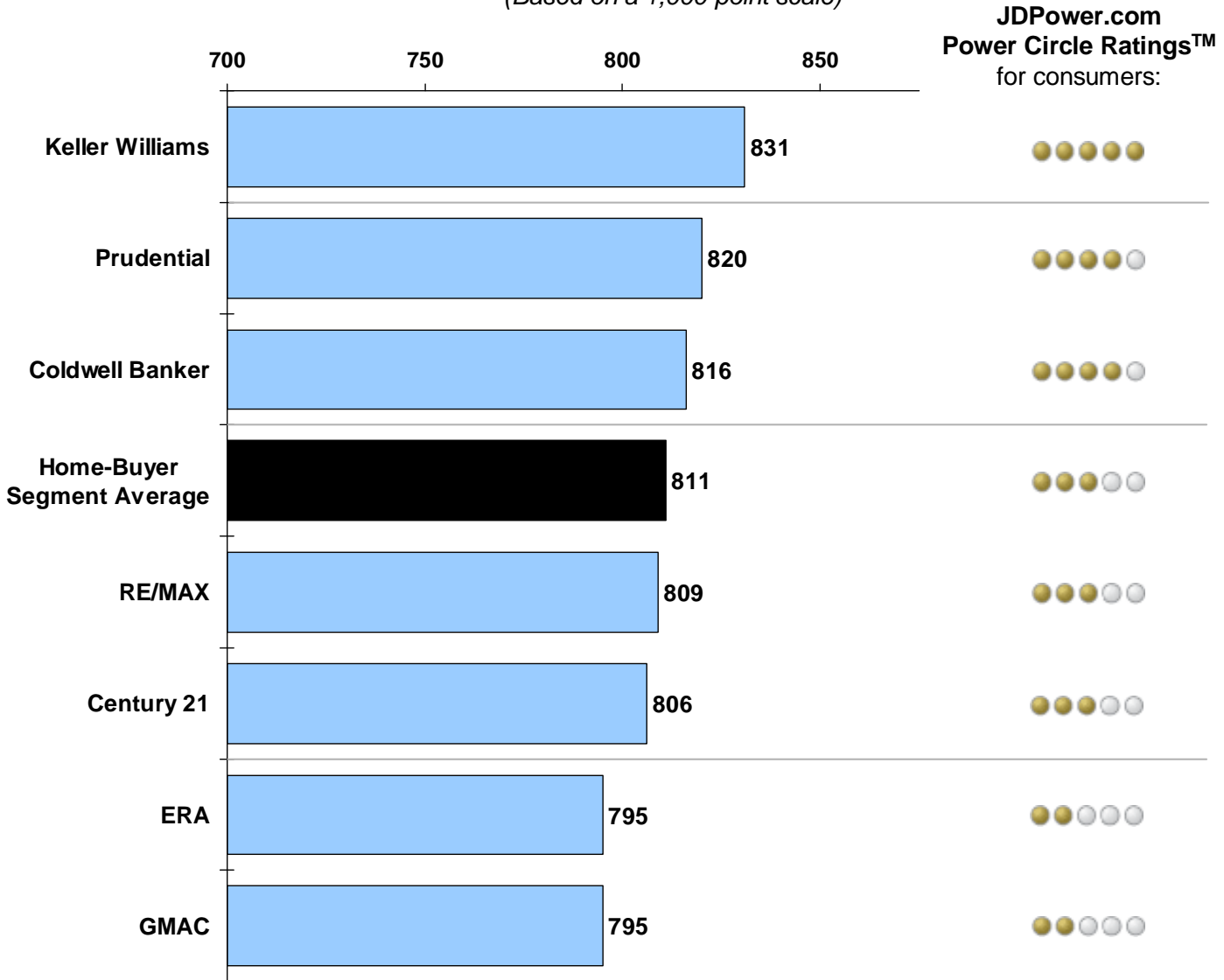


J.D. Power and Associates 2008 Home Buyer/Seller StudySM

Customer Satisfaction Index Ranking *Home-Buyer Segment*

(Based on a 1,000-point scale)



Power Circle Ratings Legend

- Among the best
- Better than most
- About average
- The rest

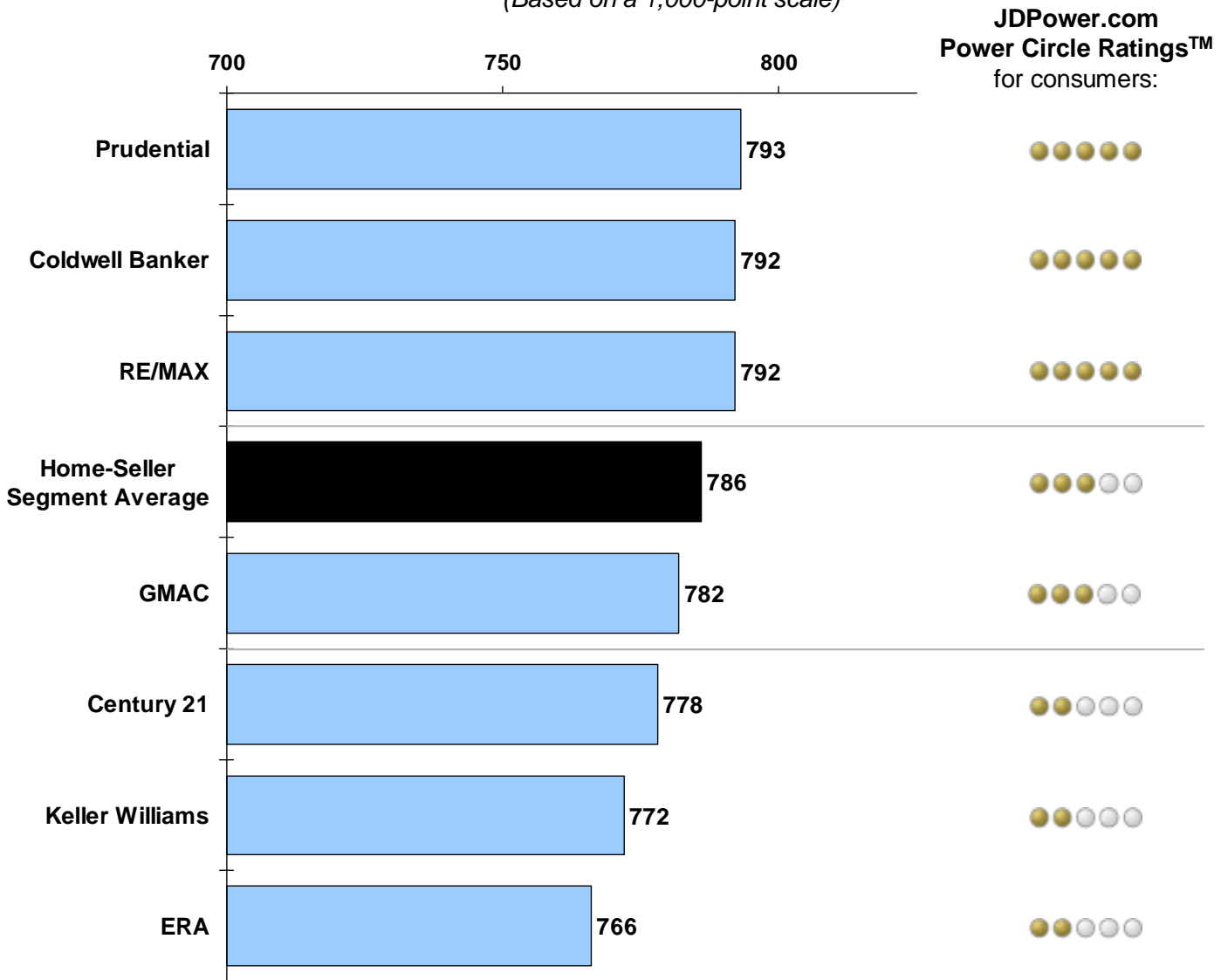
Source: J.D. Power and Associates 2008 Home Buyer/Seller StudySM

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Customer Satisfaction Index Ranking *Home-Seller Segment*

(Based on a 1,000-point scale)



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