



## GMAC REAL ESTATE

GMAC Real Estate is transforming the real estate industry with a business model that is based on what the consumer wants – more value, more control and a higher level of service from a real estate professional they can trust to be on their side every step of the way.

The model begins with Premier Service®, our unique service delivery program that helps agents focus on individual customer needs and deliver a more satisfying experience.

GMAC Real Estate is the only national real estate company that provides a written Premier Service Guarantee and then solicits client feedback with a post transaction satisfaction survey administered by an independent, third-party research company. Every GMAC Real Estate customer is asked to complete a survey to assess the agents' key skills, competencies, real estate expertise and to evaluate the service they received. Premier Service has earned GMAC Real Estate a national 95% Customer Satisfaction Rating – the best in the industry. This approach has earned us a national Customer Satisfaction Rating\* of 95% – the best in the industry.

- Over 600 locations across the United States, Canada, Puerto Rico and Portugal
- More than 13,000 agents
- Estimated sales volume of \$20 billion in 2008
- Part of the international referral network servicing Brookfield Global Relocation Services
- The only national franchise to conduct third-party consumer surveys, resulting in our industry-leading national 95% Customer Satisfaction Rating

### OUR EXECUTIVE TEAM

**Graham Badun**

Acting President, GMAC Real Estate  
Managing Partner & CEO, Brookfield Residential Property Services

**Thomas A. Hogan**

General Counsel

**Brian Peterson**

Chief Financial Officer & Senior Vice President

**Jim Toulon**

Executive Vice President

### OUR PARENT COMPANY

Brookfield Residential Property Services (“Brookfield RPS”), a division of Brookfield Asset Management Inc., is a leading global provider of real estate and relocation services, technology, and knowledge with offices in Canada, the United States, the United Kingdom, China and Singapore. Brookfield RPS, a long-term player, deeply immersed in the real estate industry and one of the largest real estate and relocation companies in the world, purchased GMAC Real Estate in November 2008. Now, GMAC Real Estate agents and brokers are part of Brookfield RPS leading network of nearly 30,000 sales professionals across North America. Through its strength, stability and focus, GMAC Real Estate has access to the right tools and resources to provide consumers with the best service possible.

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Service You Deserve. People You Trust.®

