

January 23, 2008

To Who It May Concern:

The past few months, I must say, have been amazing! My family and I moved into a big, beautiful home at the end of the 2007 year and I believe that this is not only our last move, but the best buying experience that we've ever encountered.

When my husband and I first started out with the financing, we knew that we wanted a low rate, and that we didn't want any hidden fees or sales talk that wasn't going to make any sense. We drove around the Yuba City, Marysville and Olivehurst areas and then Plumas Lake caught our eye. We saw the "Meritage Homes" billboards on the street, so we decided to check them out. We'd never seen a Meritage Home or heard of the builder.

We approached the sales office and were greeted by Toni Evans. She was extremely bubbly and smiled a lot. We asked about the sizes, appliances, just general questions Ms Evans preceded to explain to us all about the community and amenities. Ms Evans took us on a tour of the homes and then to our dream home.

We fell in love with the Rothschild design. It was perfect for us! This home would give us the room we needed for our family, with tons of room to grow. The design being quite different from other builders was excitingly refreshing as well. The builder used maximum spacing, gave extra closet and cabinet space. In addition, there were huge financing incentives and bonuses. We just couldn't beat it anywhere.

Through the approval process, Toni made sure that it was stress free (which never happens). She moved the paperwork quickly and accurately; checked in on us from time to time; forwarded and processed our documents, you name it! My insurance agent and others that spoke with her all complimented her service and professionalism. The thing that stood out the most was that she seemed very sincere and warm – and remembered not only the names of me and my husband, but my kids. On top of that – she was very knowledgeable, but still humble about it. That's a big deal in my book.

Being from Sacramento originally, specifically Natomas, we were extremely excited to know that we were becoming a part of a new and upcoming community, but also kind of nervous. We don't know anyone out here. I have to say that Toni has been awesome in our new home experience, and if anyone else is looking for a home, I would recommend Toni, hands down!

Sincerely,

Lynette Cruz
Meritage Home Owner, At Draper Ranch
Plumas Lake, CA

August 15, 2008

To Whom It May Concern:

In May of this year, my wife and I purchased a Meritage home in the Valencia subdivision in Elk Grove, California. During our final walk through we learned that due to some staffing changes Mitch Richards was no longer the superintendent, and that Jeremiah Hemphill had taken over that position. Originally we were sad about this change. Our experience with Mitch had been extremely positive, and we had looked forward to continuing to work with him. However, we quickly realized that we were in good hands with Jeremiah. From the final walk through, up until this current day, Jeremiah has been extremely helpful and accommodating. He has gone above and beyond what has been "required" of him, and has helped ease the burden that accompanies moving into a new home.

The purpose of this letter is simply to express our gratitude for all that Jeremiah has done. We tried to express this through the JD Power's survey; however, we felt that additional praise was necessary. All too often, people only take the time to write or comment when the service is bad. My wife and I wanted to make sure we took this opportunity to write when the service was outstanding. Thus far, Jeremiah has been an excellent superintendent and has been a great help in making sure our home was perfect. We hope that we are not the first homeowners to comment on Jeremiah's excellent service, however, if we are it is even more important to us to make sure that his efforts are not going unnoticed.

Thank you for your time, and thank you again for providing a staff which has been so accommodating and responsive to our needs.

Sincerely,

Jeffrey & Gabriella White

From: peterkosinski@comcast.net [mailto:peterkosinski@comcast.net]
Sent: Mon 2/4/2008 10:52 PM
To: Lopez, Robert
Cc: Evans, Toni
Subject: testimonial letter

Mr. Robert Lopez,

I would like you to know that your sales and warranty staff have been a great pleasure to work with. Your on site sales staff have treated me and my family with the utmost respect and professionalism. When we arrived at the Draper Ranch development we had no idea that we would end up purchasing a home from Meritage Homes. As a matter of fact, my family and I made several trips to the site to preview homes and each time we welcomed with warm hospitality. Toni was very helpful with the sales process even though I switched houses three times. Julie Gibson was indeed a pleasure to work with. I told her what I wanted to do regarding the financing of our new home and she got it done. Robert and Rick were very polite and willing to answer any questions that me or Regina had regarding the Meritage products. After we moved into our new home Robert has been absolutely attentive to our needs, making sure all the little pickup items that we noticed have been fixed or scheduled to be fixed.

At this point in time I would without reservation recommend your products, services and representatives to anyone whom was interested in purchasing a quality product at a reasonable price.

Respectfully,
Peter C. Kosinski
Draper Ranch Homeowner
916-343-1758