

## **Client Testimonials**

### **Mr. & Mrs. D.B., Kihei, Maui**

The Millers, Sam and Joe, say, "*Live the Dream.*" Well they sure have made it possible for us to do just that! We've purchased twice and sold once with Sam and Joe as our real estate team. For every step of the way, they were on top of everything we needed to do and were always looking out for our best interest. They go out of their way to do the "little things" (those things that are not little at all) that help with a smooth transition. They certainly are our team and we couldn't feel more lucky.

### **Dr. & Mrs. L.O., Kihei, Maui**

"Sam and Joe are not just good at what they do...they are great!  
Quality people, quality service and their pairing makes for a quality team.  
Sam is Ms. Personality-Plus, she goes above and beyond the call to duty.  
Joe has decades of experience in both construction and realty.  
You receive twice the care all in one place. No single realtor can do what they do.  
They have helped me thru several property transactions and are at the top of my list for future real estate needs.  
I Highly Recommend Team Miller on Maui"

### **Mr. & Mrs. P.W., Wailuku**

We just wanted to thank you again for everything you did for us to find our new home in Maui. Your guidance and expertise in all aspects of the process were invaluable to our total experience. Although we were far away during critical times in the process, we felt at ease knowing that you were there to make sure our best interests were the priority. But I think what we liked most of all was the personal touch which you provided us from the start and the friendship we have found in both of you. Now if I can find a way to retire a bit earlier, then we can begin enjoying much more time on the island we love in our own new home. Looking forward to seeing you in July! Our warmest wishes and heartfelt thanks to you both.

### **Ms. B.B., Kihei, Maui**

I want you and Joe to know how professional and how focused you two were when the "chips were down". You two always show up prepared, business like and are true

team players, I would recommend you highly and can not thank you enough. Not to mention Joe's tolerance for negotiations to help to finalize the escrow. You folks are the BEST. This client has authorized us to mention that she did try one of those For Sale By Owner sites and had nothing but trouble. Said she would always use a reputable company and agent in the future.

### **Mr. & Mrs. D.B., Lahaina, Maui**

How to explain to others the perfect real estate relationship? Always up-to-date on all aspects of the sale/purchase. Never flustered by last minute changes. Taking care of items usually completely out of the realm of the real estate agent. Unfailingly willing to go the extra mile for you from arranging movers to locking up your storage facility to arranging for cleaning of your condo/home. These few words only briefly describe Sam and Joe Miller. It was our lucky day when we were "accidentally" put in touch with them! We've counted our lucky stars ever since. They are Maui's #1 real estate team in our opinion.

### **Mr. & Mrs. D.W., Kihei, Maui**

We came to Maui from Las Vegas looking to buy vacant land in Kihei to one day build our retirement home. We had already done some research of the vacant lots in the area and had located a lot that had just been listed at Kilohana Ridge that we were interested in making an offer on as soon as possible. However, we realized we would be best served to have a realtor represent our interests in the purchase process, rather than trying to go it alone in dealing with the seller's agent.

Luckily, approximately a year earlier, my wife had met Sam & Joe at Neiman Marcus in Las Vegas, where my wife was working as a product consultant in the cosmetic department. She remembered how friendly and pleasant they were and immediately thought about contacting them to represent us as buyers' agents. It turned out to be a very wise decision, because Sam & Joe helped us conclude the transaction quickly while guiding us through the process, answering any questions or concerns we had about the Kilohana Ridge community, the property, its history, condition, etc., while communicating and keeping us up to date with every detail of the closing process during both our stay in Maui and later upon our return home to Las Vegas.

Even after the transaction was long since completed Sam & Joe have gone the extra mile to check on our property, while we are still in Las Vegas. We have found Sam & Joe not only to be trusted realtors who we would recommend to anyone looking to buy or sell property on Maui, but also, we are happy to have found new friends in the process.

**Ms. E.F., Kihei, Maui**

My dream was to retire on Maui. Sam & Joe made that dream a reality. They found the perfect condo in Kihei and with their negotiation skills and experience the transaction went perfectly and closed on time. They earned my admiration and respect.....they're the best.

**Mr. & Mrs. V.F., Kihei, Maui**

Trust is something you earn and not born with. Joe and Sam in a very short time earned that from me and my wife. Being so far away from home and hoping to sell our house in a very short timeline, Joe and Sam is who God had sent us to be trusted. Their concern for our best interest over shadowed the amount of money they earned. Resilient, can do attitude, caring, are only few things you can hope for that this two gave us. Sometimes in life, the little things is what matters the most. With all the major things they had to do, just being so concerned of our water bill from a water leak in our bathroom to having to mowed the yard when we can't find anyone is what set this two apart from others. We are forever thankful for both. Aloha from Arkansas.

**Mr. & Mrs. B.B., Kihei, Maui**

We want to first Thank Joe and Sam Miller for working so hard on selling our unit at the Villas of Kenolio. We were very confident that they could and would sell our unit as they were the ones who sold our previous unit at the same complex back in 2007. This is the reason we chose them for this sale.

Joe and Sam work very closely with you in every aspect of the selling process. They always keep you in the loop either by phone, email, text and fax. They make sure you understand all your documents before you sign anything. What was great for us is that we are on the mainland not on island and everything went very smoothly. If we had any questions we always knew we could reach either one of them and they would get back to us with answers.

Joe and Sam kept our unit clean and ready for showing the whole time on the market. This was great as we sold our unit with all the furniture.

Since we were not on island when our unit sold, they helped us with things to be shipped back to us on the mainland and to be given to donation. Joe and Sam go above and beyond in helping their clients in any way that they can.

Thank you again Joe and Sam.

Sincerely Your Friends

**Mr. & Mrs. J.M., Kihei, Maui**

Sam and Joe have been outstanding in their help to find us our dream vacation home in Maui. They listened as we discussed our thoughts on what we were looking for and went above and beyond to deliver exceptional properties for us to consider. We were considering fractional ownership when we started our search and they researched this for us and found some great properties. We also wanted to explore purchase of properties and they arranged to see properties in our price range in Kihei where we preferred to purchase. We found the condo that we were looking for and Sam and Joe provided names of lenders and options for us as we moved forward with our purchase. They were patient during the process and intervened when there were obstacles that slowed the closing. Their sense of humor and perseverance was appreciated so much! They have become friends through this journey and will never be forgotten for the personal touch that they provided to support our dream!!

**Ms. M.E., Kihei, Maui**

I have had the pleasure of working with Sam & Joe Miller over the past year, during the processing of my very challenging short sale. This process took almost a year and I must commend my excellent realtors for their patience and expertise in all areas of this process. I could not have hoped for more caring people! As I have worked with approximately 10 different realtors throughout the last 35 years, I know what great realtors are made of and I feel the Millers are of the highest caliber. The trust that I had in them is most valuable, as well as my confidence in them, in looking out for my best interests constantly. Perfect is the word I choose for the Millers!

**Mr. & Mrs. D.B., Kihei, Maui**

Joe and Sam Miller are such an awesome team. They know their stuff inside and out and they are available at all stages of the real estate purchase and building process. They are so helpful to long distance buyers because they keep you informed every step of the way.

**Mr. & Mrs. C.B., Kihei, Maui**

We rolled the dice and found Sam and Joe from their website while living in Kauai. You could say we rolled a lucky seven. We wanted to move to Maui but really did not know where to start. We communicated with Sam and Joe by e-mail and over the phone and finally flew over and met them in person. They were great, knowing that we had to sell

our house in this market and that a sale would be far down the road if at all. While we were in the process of selling our place in Kauai, Sam and Joe were answering questions, looking at potential properties and keeping us informed on the Maui market. We sold our home on Kauai and Sam and Joe found us a great place on Maui. The process and negotiation for our new place on Maui was complicated but Sam and Joe were able get all of our questions answered, concerns resolved and we will be moving into our new place this fall. We should also mention that they found us a place to rent while our new home was being finished. Pretty much above and beyond the call of duty. The bottom line for us is that Sam and Joe are professional, they work hard to get the information needed to make smart decisions and they are darn pleasant to work with.

**Ms. L.B., Kihei, Maui**

Love my home, and again, it was the smoothest process for me with both yours and Joe's help. I couldn't have done it without your deep patience, and help for my first and most happy home!

**Dr. & Mrs. R. I., Kihei, Maui**

Buying a condo in Maui was one of the best things we ever did! Thanks for being there:)

**Mr. & Mrs. S. B., Wailuku, Maui**

Laurie and I would like to thank you again for helping us find our home. From the first time we met you 3 years ago, you guys have been there to help us every step of the way in realizing our dream of moving to Maui. We want you to know that we never felt like your clients, you made us part of your family. You were more concerned that we found the right home no matter how long it took instead of getting a quick sale, and for that we will always be grateful. Even now after the sale is complete we know you are still there for us to help with our transition. You were there for us when we began chasing our dream 3 years ago and now with your help we are Living Our Dream!

**Mr. C. C. & Mr. G. C. Kihei, Maui**

We knew Joe and Sam from a prior transaction and naturally called them to list this sale. They gave us sound advice on pricing and got us an offer in very short order. The sale then proceeded to closing with hardly a hitch. Can't ask for much more than that!

**Mr. & Mrs. C. R. Kihei, Maui**

Sam and Joe are a pleasure to do business with. They are currently selling a property for us and we will be using them for our next property purchase.

**Mr. & Mrs. C. R. Kihei, Maui**

Sam and Joe were a pleasure to do business with. This is why we asked them to represent us in the purchase of another property.

**Mr. & Mrs. A. K. Kihei, Maui**

That's why we like you. You truly care about people.

**Mr. & Mrs. P. F. Kihei, Maui**

Sam and Joe Miller are great.

**Mr. & Mrs. R. D. Wailea, Maui**

Sam was simply the most professional and most competent real estate agent I have ever come across. Her attention to detail was extraordinary and she kept the deal moving along, reminding all parties of critical dates and making things happen. She did all of this in a tactful and professional way which came across as goal-directed and not at all pushy. My husband and I always felt that Sam was acting in our best interest, something that we have not always seen in real estate agents. At many times, I saw Sam bend over backward to help us over hurdles large and small. I would unqualifiedly recommend Sam to others and am happy to serve as a reference should it be helpful.

**Ms. L. B. Kihei, Maui 1st Anniversary of home purchase**

Oh my goodness!!! Has it been a year already!!

Boy how time flies and we absolutely love our home.

Thanks cannot express how much we appreciate you and what you all did for us!

You made buying my first home so very easy and enjoyable!

**Dr. & Mrs. R. I. Kihei, Maui**

Barbara "Sam" Miller is an outstanding real estate agent. She is a true professional in every regard. She helped us move successfully through each step of our real estate purchase. Her positive attitude and cheerfulness set her apart and we always felt confident that she could handle each situation as it arose.

**Mr. & Mrs. T. D. Kihei, Maui**

Rated a 99% Overall Score with the Quality Service Survey

**Mr. Q. M. Kihei, Maui**

Rated a 94% Overall Score with the Quality Service Survey

**Ms. L. T. Kihei, Maui**

Sam and Joe went out of their way to make this deal happen. I really appreciate all their hard work.

**Mr. & Mrs. P. O. Wailuku, Maui**

The service was exceptional. The real estate referral was simply outstanding. Century 21 with Joe and Sam Miller were truly exceptional in their service and expertise. They were the reason we were able to locate and close on an exceptional property so easily. I most strongly recommend their use for any property on Maui Hawaii.

**Mr. R. G. Kihei, Maui**

Rated a 100% Overall Score with the Quality Service Survey

**Mr. J. S. Kihei, Maui**

Sam, Joe and Chad were extremely helpful and patient. Their experience and expertise allowed me to navigate through the pitfalls of my first home purchase.

**Mr. & Mrs. H. A. Kihei, Maui**

Sam did an exceptional job, working through one property and then finalizing our second choice with a good outcome for a bankruptcy property. We are looking at other properties with Sam that friends and family may be interest in as they consider retirement destinations.

**Mr. & Mrs. N. Wailuku, Maui**

Sam is an outstanding agent. This is the second time we have reached to her for our real estate needs. From the first time we met her, we knew that with her enthusiasm and professionalism, the job would be done in a timely manner and to our satisfaction.

We will continue to work with Sam for our future needs and whole heartedly recommend her to our friends.

**Mr. & Mrs. R. Wailuku, Maui**

Great friendly couple

**Mr. & Mrs. B. Lahaina, Maui**

Sam and Joe are simply great! They treated us in the most special and professional way. We are so happy they were/are our Maui real estate agents.

**Mr. R. G. Kihei, Maui**

Rated a 100% Overall Score with the Quality Service Survey

**Mr. & Mrs. D. B. Lahaina, Maui**

Sam and Joe are simply great! They treated us in the most special and professional way. We are so happy they were/are our Maui real estate agents.

**Mr. & Mrs. R. M. Kihei, Maui**

Sam Miller is an extraordinary real estate agent. She exceeded our expectations in regard to her commitment to sell our home, her knowledge of real estate, and her familiarity with the Maui market. She was definitely there for us every step of the way. I only wish she had been available to help us buy a house in our new location in Colorado. Sam was so thorough with our transaction in Maui that we felt a little lost without her during our new home closing on the Mainland.

**Ms. M. G. Kihei, Maui**

Rated a 100% Overall Score with the Quality Service Survey

**Mr. & Mrs. D. R. Kihei, Maui**

Thanks again for your patience in finding us the right buyer for our house. It was great to get to know you better. You're the best!!!



**Mr. & Mrs. A. F. Kihei, Maui**

We think, as buyers, it is Sam and Joe who make the experience, not the real estate company. We cannot imagine a better experience in buying a new home..., especially being ~4,000 miles away!

**Mr. & Mrs. K. B. Wailuku, Maui**

It's an easy decision for us; we do not buy or sell real estate on Maui without the Miller's. We can always count on Sam and Joe to provide the best advice in a timely manner.

**Mr. & Mrs. K. T. Kihei, Maui**

We met Joe Miller at an open house in Kihei while we were looking for a vacation rental to buy in 2005, after falling in love with Maui on our first visit the prior year. We had worked with some other realtors on Maui and they paled in comparison to Joe, Sam and Chad with regard to their knowledge of South Maui real estate. They listened to what we were looking for in a property and helped us learn about renting a vacation condo on Maui. Joe showed us several condos, and within a week he found an oceanfront condo in our price range that had everything on our wish list. The condo started renting right away, and has been a successful investment for us, as well as a great place to stay on our visits to Maui.

This past year, we were able to realize our dream of moving to Maui to live and work. We recruited Joe, Sam and Chad again to help us find a single family home with a home office and an Ohana. We used their website to narrow down our search, and Joe and Sam showed us several homes in person to help us decide. Again, within a week, they found a perfect home for us with a large home office and Ohana in South Kihei, just a few blocks from the beach. We were fortunate to have Joe's help in negotiating the purchase price – we've been involved in several real estate transactions, and Joe is the best negotiator we have seen. The sale closed in December 2008, and we kept the previous owners' tenants in place while we made preparations to leave California. Joe and Sam kept an eye on the house and even helped us find a new tenant for the Ohana. They also provided us with a list of service providers and utility companies, which helped us, navigate our move to Maui. We have found full-time employment here on Maui and are ready to move in to our house in a few weeks. We're very happy to have realized our dream of living on this beautiful island.

### **Ms. A.B., Kihei, Maui**

A little background is necessary for this testimonial to be fully effective.

I am single, have lived and owned a condo in Kihei for 9 years. It is now time for retirement living. My most recent major work experience was over 20 years in the corporate employee relocation business based in the New York metropolitan area ending in the late 1990s. This included 10 years managing in human resources the employee relocation services of one of the largest Fortune 500 pharmaceutical companies. My responsibility was to oversee the national and international relocation of approx. 1000 current and new employees annually and included the buying and selling of their houses under the company's policies while ensuring all aspects of their moves proceeded as quickly and smoothly as possible.

Naturally, my experiences working closely with the real estate industry led me to be extra careful in my personal choice of real estate agents to represent my interests as a seller in the Maui market in 2014. I met Sam and Joe Miller about three years before I started the process when they sold a neighbor's property which involved a totally absent, ill owner through the entire process and which involved the packing up and dispersing of the contents as well. The way in which they handled this was most impressive.

Sam and Joe stayed in touch with me and the fact that some 3 years later, once I listed my condo, it sold within a month speaks for itself. (It was only just barely a seller's market and my complex was moving relatively slowly for many months prior.)

However, that is only part of this story.

Several agents did market analyses on my property when it came to time to sell.

Without question, the manner in which Sam and Joe approached me as a customer/seller was always friendly... often fun!.... and above all professional and well tuned to the indications I gave them as to my personal preferences. Their guidance as to correct procedures, local market conditions was first class and measured so as not to be overwhelming.

Most importantly, their team approach is low key and superb. One would lead a discussion while the other listened to both of us, and then offered their input/suggestions based on careful observation of how matters were progressing. Their team approach with two heads, two sets of arms and legs is without a doubt the way to go! When one is busy, the other is always available. The paperwork and complexity of the current real estate market has not lessened or improved over the intervening years since the 1990's so two people's efforts and opinions are a great aid in keeping matters under control and not wasting precious time.

Sam and Joe have a splendid attention to detail, always one step ahead of developments and careful not to get their client mired in unnecessary matters beyond the need of the moment ...however, their intuitive and splendidly presented periodic reviews on the process/schedule were proffered on a regular basis. Often these came together with much needed, subtle recommendations when I was inclined to "wander off course"!

When it comes to negotiating they stay well attuned to their client ---the seller.

Sam and Joe's long-term knowledge of the Maui market and in particular the complex in which I was selling is what drew me to them initially. But it soon became apparent that their willingness to go above and beyond what would normally be expected is invaluable even in the more mundane, practical matters of relocation. They truly care about and for their clients. In my mid 70's age group and living alone except for my dogs, and without family here, the move was often a daunting challenge, but nothing was too much trouble for them ...ever!...and they often found ways to help which only good friends would have thought of. Just stopping by with a cheery check on my progress in packing and downsizing possessions alone means a lot when one is mired in cardboard boxes with no end in sight, no room to move and a deadline!

My condo was not priced in the upper end of the Maui market ...in fact, it was at the other end of the scale but I was always made to feel my welfare and its sale was the most important thing on their minds.

A Mahalo to Sam and Joe is an insufficient testimony to give to them both. As far as I am concerned, they personify all that is the best in an extremely competitive real estate market and do it with true friendship. I treasure the experience I have had working with them both and cannot recommend them more highly to anyone contemplating the stress of dealing with the Maui real estate marketplace.