

northAmerican

Moving Services

Division of North American Van Lines, Inc.
P.O. Box 988 Ft. Wayne, IN 46801-0988
Phone 260.429.2511

July 03/02

C & D MOVING & STORAGE CO.
46 DEL MAR DRIVE
BROOKFIELD, CONNECTICUT. 06804

Attention: General Manager

RE: QUALITY AWARD CERTIFICATE - 2nd QUARTER 2002

We are pleased to enclose your Quality Award Certificate, which acknowledges your Overall Cumulative rating of 4.43 based on the customer responses to the various service related questions displayed in the Quality Index.

This certificate recognizes your "Excellent" rating of 4.43 based on a rolling 12 months, ending June 2002.

For the **second consecutive quarter**, the customers you have serviced relating to Booking, Origin or Hauling performance, have earned C & D MOVING & STORAGE CO. of BROOKFIELD, CONNECTICUT an overall quality rating in the "Excellent" category.

We thank you for your continued effort to ensure that all customers receive the best quality of service.

Congratulations on your 2nd Quarter Quality Award Certificate!

Sincerely,
NORTH AMERICAN VAN LINES



Lesli Bimey
Manager, Agent Quality

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