

northAmerican.
Relocation Services

April 24, 2002

C & D Moving & Storage Co.
46 Del Mar Drive
Brookfield, CT 6804

Attention: General Manager

RE: QUALITY AWARD CERTIFICATE - 1st QUARTER

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 for 1201-C & D Moving & Storage Co., of Brookfield, CT. based on a rolling 12 months, ending March 2002.

One of the initiatives generated through the Quality Committee was to acknowledge Agents for providing quality service as perceived by their customers. The services delivered by your Agency relating to Booking, Origin and Hauling performances, have earned C & D Moving & Storage Co. an overall cumulative rating in the "Excellent" category.

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

Congratulations on your Quality Award Certificate!

Sincerely,
NORTH AMERICAN VAN LINES



Lesli Birney
Manager, Agent **Quality**

Enc.,
/lb.

P.S, To receive the enclosed certificate via e-mail for additional copies or to download for presentations please e-mail [Lesli Birney \(navwfw.com\)](mailto:Lesli.Birney@navwfw.com).

BE THE SAFEST, MOST CUSTOMER-FOCUSED AND SUCCESSFUL TRANSPORTATION COMPANY IN THE WORLD.

DIVISION OF NORTH AMERICAN VAN LINES, INC.

P.O. BOX 988 / FORT WAYNE, INDIANA 46801-0988

TELEPHONE 219-429-2511