

northAmerican,
VAN Lines

April 08, 2002

Mr. Walter DeJulia
C & D Moving & Storage Company 46 Del Mar
Drive BROOKFIELD, CT. 06804

Dear Mr, DeJulia;

North American Van Lines is pleased to recognize your commitment in providing excellent quality service to our customers.

Through our Quality Index Customer Satisfaction audit, we randomly select customers who recently moved with North American to respond to various service related questions. These questions include ratings for the individual parties involved in the relocation including the broker, origin agent and driver. Our audit of the customers you serviced has resulted in extremely positive feedback.

For the timeframe of April 01 /01 to April 01/02 your overall score based on 6 customers is 5.00 out of a possible 5.00.

Your customers said that they were "extremely satisfied" with their move experience due to your commitment and professionalism in delivering quality service.

Our customer's ultimate satisfaction is what drives our business. We realize that it takes an entire team of professionals to "make it happen" for us everyday and I am very pleased that you're on my team.

Keep up the good work!

Sincerely,



Bill Lyon Vice President
Operations