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DIVISION / BULLETIN NO: HHGS Operations 40-05

DATE: December 21, 2005

FROM: Domestic Operations

TO: All Domestic United Agents

SUBJECT: Agent of the Month - October

KEY POINTS:

We are pleased to announce that the October 2005 Agent of the Month is:

#0181 Merit Moving Systems, Inc.
Buena Park, California

Merit became an agent for United Van Lines in 1990. In addition to the Buena Park location, Merit operates United agencies in Temecula (U183) and Thousand Palms, California (U184).

President Larry Stanley is actively involved in the day-to-day operations of his companies. He is a past president of the California Moving and Storage Association (CMSA) and currently serves as a director of UniGroup/United Van Lines and Total Transportation Services.

Merit's commitment to quality is evident by the agency's TPA of 9.30. The agency's packing, hauling and warehouse claims are all well below the system averages. Merit is a strong supporter of the Household Goods Operations Department and United Van Lines in general.

Please join us in congratulating Larry Stanley and his staff for their exceptional quality service to customers, agents and van operators.

Additionally, we salute the following agencies as runners-up for October and thank them for their continued commitment to quality performance:

#0283 Barrett Moving & Storage Company
Eden Prairie, Minnesota

#0754 Hildrup Moving & Storage
Burlington, North Carolina

#0104 Hildrup Moving & Storage
Charlotte, North Carolina

As quality levels continue to rise, it is appropriate that we recognize outstanding performers - not only as part of our annual awards program, but throughout the year as well. The Agent of the Month program honors the "best of the best." Agencies chosen for this honor demonstrate a high commitment to quality and achieve both hauling and sales growth.

If you have any questions, please contact your area Household Goods Operations manager at United World Headquarters.

ACCOUNTABILITY: N/A

CONSEQUENCES FOR NON-COMPLIANCE: N/A

ACTION REQUIRED: N/A

CONTACT: HHGS Operations Manager

ATTACHED: N/A