

Quality Measurement

The Quality Shows In Every Move We Make

November 10, 2006

Mr. Larry Stanley
Merit Moving Systems. Inc.
5655 Dolly Ave.
Buena Park, CA 90621

Dear Mr. Stanley:

United Van Lines' Organization Development and Quality Management team would like to add our personal congratulations to everyone at Agency #U181 Merit Moving Systems. Inc. for your selection as a 2006 Customer Choice Honorable Mention Award Winner. While not the top award, it means you are in the elite group at the top of the service performance charts and well positioned to move up to the Customer Choice Award Winner next year.

Your whole team is to be commended for achieving consistent service excellence. Your customers have recognized your superior service through their ratings and comments in returned Customer Service Surveys. Clearly, you and your staff have worked very hard to earn your customer's confidence and loyalty.

Once again, congratulations to Merit Moving Systems. Inc. and thank you for your ongoing commitment to United's Service Quality Process.

Sincerely,



George J. Mitsen
Vice President
Organization Development & Quality Management

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