



PERFORMANCE

LEADERS

CONGRATULATIONS!

To United's Third Quarter 2007 Performance Leaders

At the March Strategic Planning meeting, the UniGroup Board of Directors and Senior Management committed to a renewed emphasis on our quality initiatives. While UniGroup has had a solid process for improving quality in place for many years, improvements have slowed more recently and we are absolutely committed to regain that momentum. By improving our performance as measured by our customers, we can generate higher levels of repeat business, gain new customers, reduce costs associated with service failures, and create an even better service record. All of these results will build a healthy future for the agency family and UniGroup, as well as bolstering our company's public image.

Within the UniGroup system some agents have never wavered from their commitment to provide the highest quality service possible. Their individual customer scores are outstanding month after month and their customer loyalty is phenomenal! It is no surprise that these agents receive the highest quality awards we bestow at the UniGroup convention each year. Other agents have redoubled their efforts to improve as they have seen the results of that focus and their results are starting to show!

With our renewed emphasis on providing quality service to our customers, and in an effort to recognize our top performing agents, we have created the Performance Leaders program. On a quarterly basis, we will identify the top two agents in each size category with the best composite score using their Total Performance Average (TPA), Willingness to Recommend, and Claims IMPACT scores. Additionally, winners must meet the Standards of Performance. The agents who are recognized as Performance Leaders set an outstanding example for all agents to follow. They indeed "lead the way" in the UniGroup effort to go beyond just meeting the customer's desires and they raise the bar of quality service for all. They deserve our recognition and thanks. Congratulations to all of our winners - now and in the future!

UNITED
Van Lines