

# **UniGroup, Inc.**

United Van Lines, LLC  
Mayflower Transit, LLC  
UniGroup Worldwide, Inc.  
Total Transportation Services, Inc.  
Vanliner Group, Inc.  
Primacy Relocation, LLC

September 25, 2009

Mr. Larry Stanley  
Merit Moving Systems, U181  
5655 Dolly Avenue  
Buena Park, CA 90621

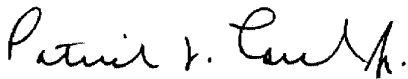
Dear Larry:

Congratulations! Your agency has earned a "Most Improved" award recognizing a major improvement in Customer Performance Average (CPA) and claims for the year July 1, 2008 thru June 30, 2009.

The present "Most Improved" Award was implemented July 1, 2008, to provide a financial incentive to those agents making the greatest improvement in the measurements of Customer Performance Average (CPA) and claims liability percentage. As a 2008/2009 "Most Improved" Winner, your agency will receive a cash award in the amount of \$5000.

Please contact Sr. Director of Quality Management Joe Schmelzle at 636-305-4478 with any questions you may have about the award. Again, our congratulations for earning this award!

Sincerely,



Patrick J. Larch  
President, Transportation Services Group

Enclosure