



May 3, 2012

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

Dear Larry:

At the March 2007 Strategic Planning meeting, the UniGroup Board of Directors and Senior Management announced the creation of the Performance Leader Program to initiate a renewed emphasis on quality.

On a quarterly basis, the Performance Leader Program identifies the top two United agents in each size category with the best composite score using the Customer Performance Average (CPA), Willingness to Recommend, and Claims IMPACT scores. Additionally, winners must meet the Standards of Performance.

Merit Moving Systems (U181) was recently announced as a Performance Leader in the size C category for the first quarter of 2012. The agents who are recognized as Performance Leaders set an outstanding example for all agents to follow. Your agency "lead the way" in the United effort to go beyond just meeting the customer's desires and the raise the bar on quality service for all. Congratulations!

Thank you for representing United Van Lines so well in your market.

Sincerely,

Tim Woody
Regional Manager
Agency Development

C. Joe Schmelzle, Senior Director, Agency Development