

--- On Sat, 1/31/09, Michael Damsky wrote:

From: Michael Damsky
Subject: To Andy Mento, From Mike Damsky
To: "North American"
Date: Saturday, January 31, 2009, 10:08 PM

Michael P. Damsky
New River, Arizona
NRA Member

31 Jan 2009

To: Mr. Andy Mento,

Dear Andy,

As per our phone conversation I am writing you to express my complete satisfaction of the way I was treated as a customer and a member of the NRA by both North American Van Lines and Arnoff's Moving in Newburgh, N.Y. This was the second move I used through N.A. Van Lines, both moves were done by Arnoff's moving and storage in Newburgh, N.Y. My first move was in Sept. 2007 as was a in-state move from Chester N.Y. to Middletown N.Y. The way I came to use Arnoff's was I had remembered that the NRA had some sort of deal with N.A. Van Lines for its members. Although that special deal only applied to inter-state moves, I used Arnoff's anyway. Their regional sales manager, Mr. Phil DeSantis was wonderful in explaining both the NRA benefits and what he could do for me. I told him that my move to Middletown was temporary and that I planned to move to a climate better suited for my health (I'm disabled with a bad back) at some point in the future and that move would be an inter-state move.

Well, I finally found the place for me, Arizona. Once again I called Phil and he took care of everything, along with your office. I have to tell you I was shocked at the discount I received because of my NRA discount, plus I received \$50,000.00 worth of insurance for free and the biggest part of the benefit was the fact that you would move not only my long guns, but my handguns, too! Very few other movers will move long guns and none would move hand guns. Believe me, I checked.

My move to Arizona went off like clock work. The packers did such a wonderful job that not a thing was lost or broken. The driver Mr. Wayne Lindsey and his crew Jesse Meeter, Julio Haro, Tom Underhill and Joe Underhill were wonderful and very careful with my belongings.

I told friends and members of the "Monroe-Chester Sportsman's Club" and Black Rock Fish and Game Club about the NRA benefit and not one person knew about the benefit, including the officers.

So, in addition to a big "thank you" to you and Arnoff's, the purpose of this letter is also a question, why does the NRA not advertise this benefit more than they do? Perhaps your logo should be added to their info pack or member I.D. Card? But my thoughts are some sort of add to be published in their magazines, American Rifleman and the American Hunter. Whatever is done is your business, all I can tell you is very few members know about the benefit. And, with the economy as bad as it is, I would think this benefit should be made known to the NRA's membership more than it is. A lot of us "baby-boomers" are moving around due to retirement and most of those moves are inter-state moves.

I hope this letter helps in getting the word out just how wonderful you and the NRA truly are.

Sincerely,

Michael P. Damsky