

5/5/08

Mr. Michael Arnoff  
Arnoff Moving & Storage  
1282 Dutchess Turnpike  
Poughkeepsie, New York 12603

Dear Mr. Arnoff:

I am writing about Mr. Bernie Percoski. He recently was the lead on my wife's and my move from New York to Illinois. We had a dreadful experience two years ago in our move from Wisconsin to New York with United Van Lines (Schaap's) and were filled with great anxiety about the process of moving back to the Midwest.

Bernie eliminated that anxiety and frankly was incredible working with us from loading to the unload of our life's possessions. He was on top of every thing and was sensitive and caring throughout! He took time to listen to us and answered every question. He simply couldn't have done a better job for us or for Arnoff's!! The two young men that assisted in the loading in New York were also incredible.

I also want to tell you that Chet and his team (Bob, Mike & Tom) was also outstanding in the pack process. Chet was equally sensitive and caring and they did an equally awesome job. While we are far from unpacked here in Illinois, what we have done so far has yielded no damaged items and the boxes have been marked perfectly so we are able to quickly find things that we are looking for.

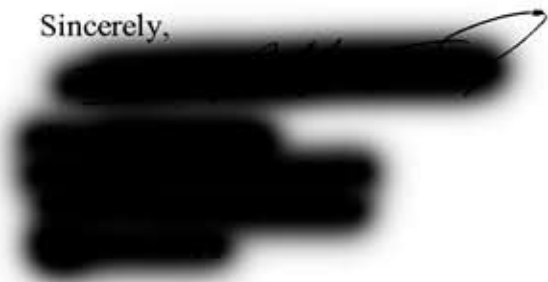
Continuing on, Mary in your office did a great job of communicating with me and responding to different things we needed throughout the duration of the process and continually following up. She was always friendly, professional and caring at all times. Finally, Tom Mason was great to work with, he was also professional, but caring and friendly. He made us feel very comfortable from the start. While I was skeptical he could deliver everything he promised in the bid process, your company did!

Simply put your folks delivered a "WOW" experience for something that is incredibly stressful to begin with.

If you ever need someone to provide a reference for your company we would be happy to do so. This is something I don't offer lightly.

Thanks for everything!!!!

Sincerely,

A large black rectangular redaction covers the signature area, obscuring the name and any handwritten notes.