

May 28, 2008

Michael Arnoff
Arnoff Moving & Storage
1282 Dutchess Turnpike
Poughkeepsie, NY 12603

Dear Mr. Arnoff,

My mother, [REDACTED], was recently moved from Poughkeepsie to Kalamazoo, Michigan by Arnoff and I wanted to let you know what a positive experience we had working with Arnoff.

I worked with David Feldman and Denise Peterson before the move, and they made the process very easy and understandable. David was easy to work with, answered all of my questions promptly and gave us an estimated quote back in December so we had a good idea of the cost of the move (which was extremely close to the final cost). David only had to come back once for a quick final check of my mother's belongings which worked out well with my mother's schedule.

I communicated a lot with Denise regarding everything from scheduling the move, getting all the paperwork reviewed and signed by my mother and even finding out how many people would be involved with the packing and moving. Denise also was able to answer all my questions promptly so we were able to keep moving forward in the process. In January she was able to schedule my mother's move in the days in May that worked for all of us. Denise went out of her way with the final moving papers to send me electronic copies so that I could go over them with my mother who was able to sign them and get them to Denise quicker because of receiving the electronic copies. Denise also made a final set of copies of the papers so that my mother had a set.

The actual move went really well due in large part to Bernie Percoski who was the driver for the entire move. Bernie did a great job managing everyone involved in the move and he was a lot of fun to work with. Bernie went out of his way to help us arrange the rugs and furniture in my mother's new apartment the way we wanted so we did not have to move anything after Bernie was done. Also, Bernie called us the day before the move-in in Kalamazoo so we knew everything was on schedule, and he kept the Poughkeepsie and Kalamazoo sides of the move going so the process took less time than expected.

Please convey to David, Denise and Bernie how much my mother, my sisters and I appreciated all their efforts which made the move to Kalamazoo much easier.

Sincerely,
[REDACTED]

