



April 19, 2007

Arnoff Moving and Storage  
1282 Dutchess Turnpike  
Poughkeepsie, NY 12603  
Attn.: Mike Arnoff

Dear Mr. Arnoff:

As a business owner I am well aware that customers don't think twice about writing letters about their bad experiences and never seem to find the time to acknowledge their good ones. Knowing this, I wanted to take the time to thank you and your employees for an outstanding job.

Moving day is always hectic and I had been out of work the week of the move due to a terrible cold. Keath was very helpful the week of the move, calling and confirming all the details. On the day of the move she called to make sure everything was going as planned and asked how I was feeling. I was also surprised on the day of the move that Phil personally came to make sure everything was taken care of. I appreciated that very much.

The pods I rented were packed full. Duke personally moved them and took care with my family's belongings. And the moving crew was more than unbelievable. Jose and his crew did a fantastic, very professional job.

Moving is an experience not remembered fondly by many people. Your staff helped to make this a pleasant memory for my entire family. I will always be happy to recommend your business to my family, friends, and customers.

Sincerely,

Anthony DeFini  
Kingston Nissan

