

Mr. Terry Judd
President, Mr. Mover
885 Freeway Drive N.
Columbus, OH 43229

July 18, 2006

Dear Terry:

I wanted to write and let you know how pleased I was with the services provided by your company in connection with our recent move from Columbus to Albuquerque. I am really glad that my friend Ann who hired you last fall for her move to Durham, NC, recommended that I use Mr. Mover.

In particular, I appreciated your coming to the house and giving us a definite figure which the charges would not exceed, rather than a flexible estimate. Judy was also extremely helpful when I telephoned with packing questions, and always responded in a calm and courteous manner. Our driver, Eddie, arrived right on time, at the crack on July 2, even though I gathered he had experienced some mechanical difficulties with the truck's engine during the 1500-mile journey out here. He did an excellent job of hiring a local crew of three men to help unload the truck, and everything arrived in ship-shape (with the exception of one pressboard dresser that we knew might not quite hold together entirely). I was thoroughly impressed.

We have a couple of friends in Columbus who are also headed this way within the next year or two, so of course I have suggested that they give you a call when the time comes. I will also recommend your company to friends who are making local moves within Columbus.

Thanks again to you and your staff for a job well done. In an era of diminishing service, it is refreshing to see a well-run company that delivers on its promises and puts the customer first.

Sincerely yours,



Jane

Albuquerque, NM 87122