

20 August 2006

Matt Moran  
Regional Sales Manager  
American Van Lines  
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Suite 402  
Fort Lauderdale, Florida 33311

Matt,

It has been almost two months since we moved our household from South Florida to South Carolina but the move experience, service, and support was so great that I have refused to remove the item to write a "Thank You" letter from my 'To Do' list.

My wife and I have moved more than a dozen times over the past 33 years and this move was by far the best we have ever experienced. It was done right, it was done on time, and all the people we encountered were knowledgeable, friendly, and understood the process of a "personal" move. Our money was well invested in American Van Lines...I am never impressed with effort because in the end it is results that really count...and American Van Lines produced very desirable results.

Over the years I have used major moving companies such as Allied and United (and others) as well as moving myself with U-Haul rental trucks. I can truly state that none of these previous moves were better than our move with American Van Lines.

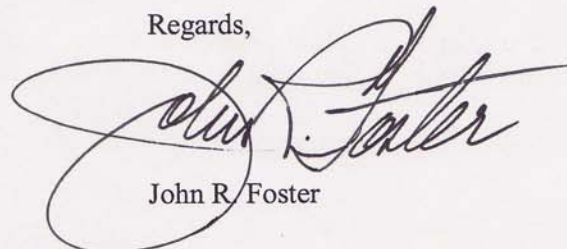
In preparation for this move we interviewed and compared price and service of six different moving companies. I even priced out moving myself using U-Haul but once you consider the "entire process" (*packing, loading, gas, time, convenience, experience, etc, etc*) it was clear to me that you offered the best price, service, and support for accomplishing the entire moving process.

Matt, while you did an excellent job of providing what we needed to get ready, I have to give special compliments to David Rosado who was the driver and team leader of the moving operation. Again, having moved a dozen times, I can appreciate the work, process, packing, loading, and handling required moving my personal belongings from one location to another. The special care and attention that David and his crew took was outstanding...I felt they gave the same attention to our goods as they would have given their own. On top of all of this, David arrived on time to start the loading and also arrived at the final destination on time as planned.

My special thanks and compliments to you, David and his crew, and to American Van Lines for a carefree and trouble free move experience.

I will be recommending American Van Lines to anyone talking to me about moving.

Regards,

A handwritten signature in black ink, appearing to read "John R. Foster". The signature is stylized with large, sweeping loops and a long horizontal stroke at the end.

John R. Foster