



**Miami Shores
Police Department**

9990 N.E. Second Avenue
Miami Shores, Florida 33138
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Richard H. Masten
Chief of Police

September 20, 2005

Mr. Jorge A. Arana
Local Operations Manager
AMERICAN VAN LINES
1919 N.W. 19th Street-Suite 402
Fort Lauderdale, FL 33311

Dear Mr. Arana:

I wanted to take this opportunity to show my appreciation for the good service and work performed by your company in my residential move earlier this month.

Your estimating representative and office staff were attentive and responsive to all of my questions and calls. The price was fair and there were no hidden costs or surprises.

In particular, I would like to commend your moving team leader, Manny Banegas and his crew. They were on-time and worked well together. The furniture was well protected and handled with obvious care. The entire crew remained pleasant and cheerful both in Miami Shores, and later at the unloading in Tallahassee. Please extend my thanks to the crew.

Thank you and it was a pleasure to do business with such a fine company.

Sincerely,

Richard H. Masten

RHM/dm