

# NiiS/APEX

NORMAN C. TARDIF  
*President*  
*Management Group*

August 19, 2003

Chip Allard  
Matt Allard  
Ray the Mover  
P.O. Box 1060  
One Allard Drive  
Manchester, New Hampshire 03105

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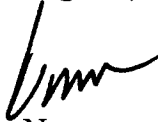
Dear Chip and Matt,

I am dropping you a note to thank you for the excellent service I received last week in moving a house full of furniture from Bedford to Naples. It's always relatively simple when everything goes according to plan, but to my mind, the measure of a true professional is how they react when hiccups occur, as was the case last week. You and Matt exceeded your own already high standards, and because of that, made our move a smooth and enjoyable experience.

I would like to mention particularly how pleased we were that Bobby both packed us, moved us and unloaded for us. He and Bob and Tommy did a great job in Naples.

Thanks again to you and your staff, it was great working with you.

Regards,



Norm

NCT/km