

*Edmour & Helen Cote
224 Blue Heron Blvd.
Haines City, Fl. 33844*

December 20, 2004

Ray the Mover

1 Allard Drive

Manchester, NH 03105

Re: Satisfied Customer Memo

This letter is to show our appreciation for a job well done that you have provided us when we moved from Manchester NH to Haines City Fl.. We want to thank all of you, for the following reasons:

- ***Efficiency and courteousness of your office personnel and the accuracy of making changes in delivery date, as was requested.***
- ***The estimator's punctuality at the storage site and his estimate accuracy. They were no end surprises in the quote.***
- ***The moving crew, namely Bill & Linda who did an excellent job unloading our possessions with no damage whatsoever. They were extremely careful with the fragile items and very patient with us as we checked off our boxes. As a matter of fact they we're more than helpful in that area as well***
- ***Not any of our items were damaged. That alone says a lot about your establishment's ability to deliver with care.***

Rest assure, that you will be well recommended to all those we know that requires a mover. We've used your service about 10 yrs. Ago internally in NH and we were satisfied then and still were again. Thank you for your professionalism and we both wish you all a New Year of continued success.

Sincerely,

Ed & Helen Cote

Cc sent to: Bill Colford & Linda Hampe