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September 17, 2007

Mr. Chip Allard  
President  
Ray the Mover of Manchester  
One Allard Drive  
Manchester, NH 03102

RE: Relocation of household from 3116 Carrollton Court The Villages, FL 32162  
to 11 Veterans Road, Unit #209 Amherst, NH 03031

Dear Mr. Allard:

I wanted to let you know how impressed I have been with the professionalism of your staff both from a customer service and a driver perspective. Michelle Schreckengost has worked with me on the relocation of my mother's possessions from The Villages in Florida to her new home in Amherst, NH.

Michelle has been an exemplary customer service resource from me. She has always been very polite, knowledgeable, thorough and professional. She has also been very patient as we needed to change the contact in Florida three times in the three days before Wayne Martin picked up my mother's household goods.

Your driver, Wayne Martin, is extraordinary. In addition to being prompt and courteous, when he contacted our friend in Florida who was going to be there to supervise the move, she mentioned that we had a collection of silver and half dollars in the file cabinet. When I spoke to Wayne the day before he arrived, he assured me that he would secure the coins in a vacuum-sealed pouch and adhere security stickers to ensure their safe return to my mother. I have never heard of or experienced such wonderful service – and I have moved three times and used three different national moving companies. He called me the morning of the move and gave me the security code for the file cabinet in which the coins were secured and made sure that our friend watched him package the coins to ensure their safe arrival. I also had the pleasure of meeting Eric, who accompanied Wayne on this journey. He was an equally professional, pleasant and hard-working man.

You have a great team there at Ray the Mover and I would whole-heartedly recommend your company to anyone I know who would need a competent, reliable, trustworthy team of resources to move their home from one location to another.

If you have any questions or require additional information, please feel free to contact me. Again, thank you for a great experience in a situation that is normally filled with stress and anxiety.

Very truly yours,



Catherine M. Duchesne