

The Home Insurance Company In Liquidation

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11/26/2008

Mr. Ken Schofield, V.P. Sales
c/o Ray The Mover
1 Allard Drive
Manchester, NH 03105

Dear Ken;

RE: Relocation of The Home Insurance Company and ACA Assurance

First and foremost, on behalf of The Home Insurance Company and ACA Assurance, I wish to offer my THANKS and APPRECIATION to you and the entire organization for your involvement in relocating the above two captioned companies.

Allow me to go back to 1993 when the folks at Ray the Mover were one of six companies that provided a bid to move The Home Insurance Company from our location at 3000 Goffs Falls Road to the Millyard at 286 Commercial Street. Even back then, Ray the Mover was competitive in their pricing and proved to be PROFESSIONALS in the business.

Fifteen years later and The Home Insurance Company was on the move again. This time and without hesitation on our part we called upon Ray the Mover to assist us in moving to a new location. Remembering back to August of 1993 when your company moved our entire operation of over 300 people in one day in what was the smoothest transition that I was involved in, we decided not to bid out the move this time around and just go with the BEST!

When you and I met back in May to discuss the pre issues of the move, I was already confident of our choice to go with Ray the Movers without bidding out the job. After our meeting that day and subsequent follow up meeting when you and Matt Allard returned a few days later, your reassurance to me that I could count on Ray the Mover to accommodate our move was the icing on the cake.

Where this particular move was going to have to be done in three phases, there was a little planning that had to be done to make this work. As you recall, on Thursday, which was a very long day, your guys loaded up the trucks with everything at the 286 Commercial Street location that was to be delivered during the day, and also what was to be held in your trucks until Saturday. On Saturday morning, your guys delivered all the remaining furniture for the office along with hundreds of boxes. On both days, everything went like clockwork.

As it worked out, the State of NH was buying a lot of our left over furniture for the courts and we encouraged them to go with Ray the Movers which they did. Their move was almost at a moments notice and you folks came through for them too.

Shortly after we had completed the Home move, we were asked by the State of NH to assist in relocating ACA to our building. Once again and without hesitation, we knew that this move was going to take place with the BEST in the business and hence as a formality, you and I met for a pre estimate and to go over the particulars of this move. A few days after that we met again with Matt to go over what was going to be required for this move.

With this move, we were limited in several ways that would have probably made another moving company cringe. First, we were forced to do an evening move because the landlords at 1750 Elm Street would not allow a move of this size done before 5:00 p.m.. Secondly, we only had one regular elevator to use at the other end of the building which certainly slowed the process coming from the 2nd floor to street level. And thirdly, there was no loading dock at that Elm Street building and everything had to be run up a ramp to the trucks. I watched your guys and I recognized that this was physically demanding. It was also a very cold, blustery night.

The next day, we knew we were limited to the number of guys that you could have on site due to other commitments that Ray the Mover had. This was not an issue with us and as it worked out, we were limited in the space of the office not to have everything come off the trucks at once and the flow was just right. When the last of the trucks were being unloaded, most of furniture and boxes belonged to the individual cubicles and those things just flowed right onto the floor.

Lastly, an organization like yours cannot function like a well oiled machine unless you have the right folks working for you. So let me take this opportunity to recognize a few of them and in no particular order.

One of the first contact persons in your office is Michelle. Every call, concern or request that I had via e-mail or telephone call was handled immediately and with 100% satisfaction. It was during the second move with ACA that I was fortunate in going over to your offices and meeting with Michelle. She is very pleasant to speak with and she knows her stuff.

I enjoyed the opportunity to talk with and see many of your guys on site working so hard and never complaining even when they had worked long hours on back to back days. I cannot tell you the number of times that your regular guys repeatedly said, "Thank You for choosing Ray the Mover, we appreciate it" It is one thing to hear that from management or from you, however, to hear it from the regular workers, well that tells me a lot about the company they work for. I do however want to recognize Roger who on both moves, took charge in a subtle way and made it happen. Roger has a lot of patience and I recognize the leadership role he took during both moves. He definitely is an asset to your company.

One could say that when it comes to Matt Allard, it would not be necessary to praise his efforts for it is expected that he be at the top of his game. Even though he is a part of the family business, he certainly does not take anything for granted. After arriving on both job sites with the whole crew and after going over the plan of attack with me, he immediately went into move mode assigning positions for all the guys. Additionally, Matt would then stop in periodically to see how things were going and during the course of the day or evening, he would bring the guys drinks and pizza. Then as the job was nearing completion, whether it be loading or unloading the trucks and when the last box or piece of furniture was handled, he did something that I do not often see and something that impressed me very much. Matt shook the hands of the guys, thanked them and told them they did a great job! He did this each and every time, each and every day of the two moves. Now that is a very appreciative boss.

And last but not least is you personally. You are the scouting guy of the organization out there making the first impression for the company when meeting with a potential customer. If you recall the quote in the movie Forrest Gump, it was said that when you eat a box of chocolates, you never know what you're going to get. When someone is coming to sell you something as you do, the customer is not sure who or what he's going to get. However, in this case, one knows exactly what they will get for service after speaking with you. You are very attentive in listening to what the customer needs and wants and you set the plan in motion to meet the customer's requests. You consistently handled all of my concerns or questions immediately and you took the time to come to the job site during the moves to ensure that things were going smoothly.

Ken, I know this letter has been rather lengthy. However, having had the opportunity to see Ray the Mover in action several times over the last 3 to 4 months and each time to receive the same FIRST CLASS CUSTOMER SERVICE, anything less would not have accurately described our total and complete satisfaction for a JOB WELL DONE! Not only did Ray the Mover meet our expectations, but they EXCEEDED them!

Should we ever need the services of a mover in the future, rest assured, Ray the Mover will be our first and only choice. Please be sure to pass along our Thanks and Appreciation to everyone involved in our moves for all their hard work.

Sincerely,



Richard A. Durant
Facilities Coordinator