



P A R S I F A L C O R P O R A T I O N

May 19, 2009

Budd Van Lines
24 Schoolhouse Road
Somerset, NJ 08873

Attn: Gary Grund

Dear Mr. Grund:

Every year Parsifal Corporation performs thousands of surveys on carrier service quality, and it is my pleasure to advise you that your company has an excellent level of service. In fact, your service level was so high last year that you made our 2009 Benchmarking Report.

This report is utilized by our clients to benchmark their own carrier service results against the best of the best. Feel free to share this outstanding achievement with your clients or utilize it in your own marketing efforts.

I'd also like to take this opportunity to let you know that Parsifal Corporation now provides a variety of services to carriers including pre-billing audits and service satisfaction surveys via automated email. Please contact me if you would like to learn more.

Our best wishes for your continued success in 2009.

Sincerely,

Jessica Santiago
Service Quality Specialist
Parsifal Corporation
Enclosure (1)
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PARSIFAL CORPORATION'S 2009 DOMESTIC BENCHMARKING REPORT
Based on the results of Parsifal's Service Quality Surveys in 2008

BOOKING OFFICE	CARRIER AFFILIATION	CITY, STATE	PRESIDENT/ MANAGER	PHONE NUMBERS
Alexander's M/S	Atlas Van Lines	Tustin, CA	Mike Shaughnessy	(800) 722-6286
Alexander's M/S	Atlas Van Lines	Bloomington, MN	Richard Honza	(800) 328-5673
Arpin Van Lines	Arpin Van Lines	West Warwick, RI	David Arpin	(800) 343-3500
Armstrong Relocation	United Van Lines	Atlanta, GA	Mike Caricato	(800) 765-0302
Bloomington/NAVL	North American	Bloomington, IL	Mike Fitzgerald	(800) 373-5361
Bolliger Inc.	Allied Van Lines	Stamford, CT	Jerry Delzio	(800) 243-9517
Budd Van Lines	Budd Van Lines	Somerset, NJ	Gary Grund	(732) 627-0600
Golden Van Lines	Atlas Van Lines	Longmont, CO	Todd Winter	(800) 525-3290
Hilldrup M/S	United Van Lines	Orlando, FL	Jim Myers	(800) 327-1042
Hollander Int'l M/S	United Van Lines	Elk Grove Village, IL	Jim Hollander	(800) 323-6600
Home M/S	United Van Lines	Columbus, OH	Bill Musser	(800) 669-0012
Lawrence Trans Sys	United Van Lines	Waynesboro, VA	Scott German	(800) 336-9626
Nelson-Westerberg	Atlas Van Lines	Somerville, NJ	Lou Reo	(800) 247-3800
Planes M/S	United Van Lines	West Chester, OH	Joe Sabato	(800) 543-4977
VIP Moving Inc.	VIP Moving Inc.	Lebanon, PA	John Brandt	(717) 273-4025

To qualify for the Report:

- 1) Parsifal Corporation must have surveyed at least 30 carrier shipments in 2008.
- 2) The Agent's total service score must be 81.0 percent or better.

NOTE: This year's Movers achieved total service scores between 81.0 and 89.8 percent.

This report does NOT reflect audit history and is based SOLELY on service ratings.