



June 9, 2012

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 2012 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 2012.

Sincerely,

Jessica Santiago
Service Quality Specialist
Parsifal Corporation
Enclosure (1)
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PARSIFAL CORPORATION'S 2012 DOMESTIC BENCHMARKING REPORT

Based on the results of Parsifal's Service Quality Surveys in 2011

BOOKING OFFICE	CARRIER AFFILIATION	CITY, STATE	PRESIDENT/MANAGER	PHONE NUMBERS
Alexander's Mobility Services	Atlas Van Lines	Tustin, CA	Mike Shaughnessy	(800) 722-6286
Andrews M & S	United Van Lines	Columbus, OH	Anne Harrod	(800) 837-1155
Budd Van Lines	Budd Van Lines	Somerset, NJ	Gary Grund	(800) 833-2833
Graebel Los Angeles Movers	Graebel Companies	Corona, CA	Kian Holstead	(800) 373-6552
Home M & S	Atlas Van Lines	Columbus, OH	Tami Marlow	(800) 669-0012
Nelson-Westerberg	Atlas Van Lines	Somerville, NJ	Lou Reo	(800) 247-3800
New World Van Lines	New World Van Lines	Chicago, IL	David Marx	(800) 422-9300
Planes M & S	United Van Lines	Aurora, IL	Bob Martin	(877) 278-0714
Planes M & S	United Van Lines	Columbus, OH	Joe Sabato	(800) 439-2118
VIP Moving Inc.	VIP Moving Inc.	Lebanon, PA	John Brandt	(717) 273-4025
Withers/Suddath Relocation	United Van Lines	Miami, FL	Rick Noel	(800) 999-5466

To qualify for the Report:

- 1) Parsifal Corporation must have surveyed at least 30 carrier shipments in 2011.
- 2) The Booking Agent's overall service score must be 4.2 points or higher.

NOTE: This year's Movers achieved overall service scores between 4.2 and 4.8 points.

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