



Unity Moving and Storage, Inc.
National Vanlines Agent for Interstate Moving
Customer Satisfaction Survey.

CUSTOMER SURVEY

REG #: R189375

B/L #: XXXX

Name: CHUCK JOHNSON

Please rate the quality of moving services by selecting the number best describing your opinion:

5 - Excellent 4 - Very Good 3 - Average 2 - Below Average 1 - Unsatisfactory NA - Not Applicable

Pre-Move (Sales) - UNITY MOVING AND STORAGE, INC.

- | | |
|---|-----|
| 1.) My salesperson gave me complete and accurate information regarding the move. | 5 |
| 2.) The protection coverage (valuation) and options were explained. | 5 |
| 3.) My salesperson was accessible throughout the move. | 5 |
| 4.) I was made aware of the span of dates in which my shipment would load and deliver. | 5 |
| 5.) I received copies of "Your Rights & Responsibilities" and the Dispute Settlement Program. | YES |
| 6.) Overall evaluation of Pre-move (Sales): | 5 |

Pre-Move (Packing)

- | | |
|---|----|
| 7.) The packers arrived at the pre-arranged time. | NA |
| 8.) The packers were professional and well-prepared. | NA |
| 9.) The cartons packed by National Van Lines arrived in good condition. | NA |
| 10.) Overall evaluation of Pre-move (Packing): | NA |

Loading / Driver - SEIBEL CHRISTOPHER

- | | |
|--|---|
| 11.) The driver contacted me the day prior to loading my shipment. | 5 |
| 12.) The driver arrived at the pre-arranged time. | 5 |
| 13.) The driver was in uniform and his appearance was satisfactory. | 5 |
| 14.) The driver was professional and courteous. | 5 |
| 15.) The driver had sufficient help to load my shipment. | 5 |
| 16.) The helpers were professional and courteous. | 5 |
| 17.) The driver's equipment was clean and appearance was satisfactory. | 5 |
| 18.) Overall evaluation of Loading / Driver: | 5 |

Delivery - SEIBEL CHRISTOPHER

- | | |
|--|-----|
| 19.) The driver contacted me at least a day prior to the delivery date. | 5 |
| 20.) The driver arrived at my residence at the pre-arranged time. | 5 |
| 21.) My shipment delivered within the delivery span agreed upon with my salesperson. | 5 |
| 22.) The driver was in uniform and his appearance was satisfactory. | 5 |
| 23.) The driver was professional and courteous. | 5 |
| 24.) The driver had sufficient help to unload the shipment. | 5 |
| 25.) The helpers were professional and courteous. | 5 |
| 26.) The crew assembled furniture that had been disassembled at origin. | 5 |
| 27.) Packing material and cartons unpacked by the driver were removed from my residence. | NA |
| 28.) I was satisfied with the condition of my belongings upon delivery. | 5 |
| 29.) Overall evaluation of Unloading: | 5 |
| 30.) I was provided with an 800# to Customer Service and Claims at the Corporate Office. | YES |
| 31.) The Customer Service Department was available and responsive to my needs. | NA |
| 32.) The Claims Department was available and responsive to my needs. | NA |
| 33.) I would recommend (or use) National Van Lines' services again. | YES |

Comments: Letter attached by Customer reads as follows: Attached is our response to your survey regarding our recent move from Raleigh, NC to Charlottesville, VA on April 28-29, 2008. We could not have been more pleased with every aspect of the move. Unity Moving made certain it was a pleasant experience from beginning to end. Every detail was covered. The driver, Chris, and his two helpers arrived promptly and wrapped our furniture, then carefully handled and loaded it. At our destination end, Chris and Willis did the same, and not one box or piece of furniture was damaged. Chris was not only thorough, but made the experience (almost!) fun. We have moved many times over the last thirty years, and this was probably the best experience we have ever had. We would not hesitate to recommend National Van Lines to anyone, particularly if they are working with Bob Nunes and his staff. Sincerely (signed) Chuck Johnston