

LEADING IN CHANGING TIMES

November 16, 2007

Mr. Don Arroyo
Rainier Moving Systems, Inc.
7115 132nd Place SE
Newcastle, WA 98059-3151

Dear Mr. Arroyo:

Mayflower's Quality Management team would like to add our personal congratulations to everyone at Agency #M1490 Rainier Moving Systems, Inc. for your selection as a 2007 Customer Choice Award Winner. This award is presented to Mayflower agencies who, over the course of the previous year, have provided the very best quality service based on feedback from our most important critics – **our customers**.

Your whole team is to be commended for achieving consistent service excellence. As a previous Customer Choice Award Winner, your customers have again recognized your superior service through their ratings and comments in returned Customer Service Surveys. Clearly, you and your staff have worked very hard to earn your customer's confidence and loyalty.

As a winner of this prestigious award, you have earned the right to promote your achievement and proclaim that you are among the "best of the best" in the Mayflower Agency Family. One of the many benefits of winning the Customer Choice award is the opportunity to publicize your achievement in mediums such as yellow page ads, business cards, promotional advertising pieces, and any other marketing ideas you develop. You must include the year that you won the award.

Once again, congratulations to Rainier Moving Systems, Inc. and thank you for your ongoing commitment to Mayflower's Service Quality Process.

Sincerely,



George J. Mitsch
Vice President



Michael R. Engel
Vice President, Quality Management

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2007

Award Winner