

Robert Hughes  
Hughes Relocation Services  
450 N. Broad Street  
Doylestown, PA 18901

Dear Mr. Hughes,

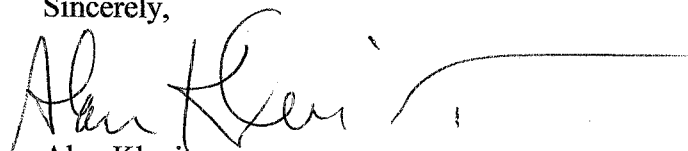
I would like to take this opportunity to commend the performance of Donna Cipa, who coordinated my recent cross country move, and congratulate you on having such a splendid person representing your company.

My wife, Patricia Griffin, and I could not be more pleased. Donna arranged for Golden Eagle in California to do the packing, after we informed her that we had over a hundred high value items. Their people packed everything expertly and quickly, as she promised. To my pleasant surprise, Donna called nearly daily to monitor progress and make sure we were satisfied, and to alleviate any concern we might have. She then assured us that she selected the right driver for my move. Ron Carlson was everything she said he was and more, and he and his team loaded his truck--a difficult task requiring two shuttle trucks--with dispatch and professionalism, all in a driving rain. Again, Donna called to stay on top of things. She also coordinated the move so we were able to take possession of our new residence on March first, and our furniture, cars and belongings arrived that day. Ron and his crew did an outstanding job in the snow. Next came the unpacking, and the Philadelphia people Donna arranged for the job were extremely efficient and careful. Yet again, during the day of the unpacking, Donna called to be sure everything was going according to plan, which it was.

Moving thousands of miles after a 17 year stint in one place is not easy. Donna Cipa removed the stress and anxiety which could accompany such a move, especially given the two cars, lots of furniture, 350 boxes, and fragile/delicate art works and artifacts worth well in excess of \$150,000. It is amazing to me that everything went off without a hitch. It is even more amazing that not one item got the slightest ding or scratch. Perfection.

I doubt that is normal. So congratulations. Express my wife's and my gratitude to Donna. And find a way to reward her. Whatever you do, don't lose her. She is an invaluable employee for your company .

Sincerely,

  
Alan Klevit