



April 18, 2013

Ron LaPorte
LaPorte Moving & Storage Systems Limited (8740)

Dear Ron,

I would like to offer my personal congratulations to the staff of **LaPorte Moving & Storage Systems Limited** on being awarded a **Superior Quality Service Certificate**. This certificate is awarded to agents who have attained a **Platinum Quality Rating**. To reach this level an agency must maintain or exceed a level of 80 points (out of a possible 100 points) over the previous four business quarters and maintain a customer survey average of 4.5 or higher (out of a possible total 5.0 score) during the same time frame. **This honour places your agency's quality in the top 5% of agents throughout Canada.**

The award is made based upon data compiled by our Quality Initiatives team. Points are determined by data comprised of a combination of customer quality of service surveys, cargo claim ratios and administrative/operational service ratings.

We recognize the amount of consistent effort required achieving these ratings and we believe that your agency exemplifies **an unparalleled commitment to Total Customer Satisfaction**. We are extremely proud to have your team as part of the Atlas Van Lines family.

Yours truly,

A handwritten signature in blue ink, appearing to read 'R. Bubnick', is written over a light blue horizontal line.

Richard Bubnick
Manager, Quality Initiatives
Atlas Van Lines (Canada) Ltd.

c.c. Mr. Robert J. Clark, President & COO
c.c. Mr. Fred Haladay, Senior V.P. & Chief Commercial Officer