



July 10, 2014

Carly LaPorte  
LaPorte Moving & Storage Systems Limited (8740)

Dear Carly,

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,

Richard Bubnick  
Director, 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