

Nov. 11, 2011

Mr. Richard Russell, President
A. Arnold World Class Relocation
5200 Interchange Way
Louisville, KY. 40229

Dear Rick:

I recently employed the services (once again!) of A. Arnold to relocate from Louisville to my home in Estero, Florida.

This marks about the sixth occasion I have used the firm for relocation and each has been a very well done job. However, I must say that this last one was exceptionally good. Everything related to the move was outstanding and you should be very proud of all the associates involved.

Starting with Keith Mattingly and Lee Ann Harp to the packers and movers, all were courteous, responsive and hard-working to ensure my move was handled the right way.

My driver was Ed, and he set the tone for the entire crew. From the moment he entered my home, his efforts were directed at doing everything right. At every step, my belongings were handled with great care. Moving out of 1400 Willow is certainly no easy task because of location but your people took it in stride. I've always been impressed with the drivers assigned to my moves, but Ed was simply the best.

Building a team of competent people starts with direction from the top. I congratulate you on setting such high standards.

On a different note, I was saddened to learn about Rudy Miller. Rudy and I worked very closely during my time at Vermont American. He was a good friend and an outstanding representative of A. Arnold.

Again, my thanks for making this move such a good one.

Sincerely,

George D. Koper