

Re: Norman Cousins Moves

Dear Mr. Klepper:

I functioned as Mr. Cousins' agent during his three recent moves, which took place on July 3rd, 12th, and 22nd. Josef Amsalem was our Senior Relocation Consultant.

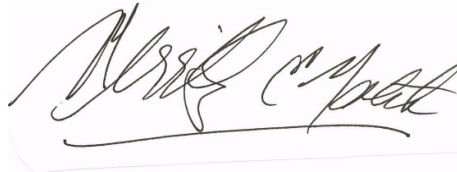
Moving is generally a nightmarish experience but your people are professional and were cooperative, on time and did their jobs so competently it was simply part of our business day. They even provided extra help where we needed it and worked quickly.

One piece of furniture was slightly damaged and we didn't see it until afterward, but all three moves were such a positive experience, that damage cannot be considered serious when held against the entire project.

We referred your company to two other people during the second move and will certainly recommend you to anyone we know needing moving services in the future.

Thank you for your highly professional services.

Sincerely,

A handwritten signature in black ink, appearing to read "Josef Amsalem", written on a white rectangular background. The signature is fluid and cursive, with a horizontal line underneath the name.