



January 21, 2014

Brian Foley  
Foley's Transfer (8300)

Dear Brian,

I would like to offer my personal congratulations to the staff of **Foley's Transfer** on being awarded an *Exceptional Quality Service Certificate*. This certificate is awarded to agents who have achieved a *Gold 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. **This honour places your agency's quality in the top 20% 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 Quality Service**. 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 'Richard Bubnick'.

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