



ROBERT J. CLARK
PRESIDENT
&
CHIEF OPERATING OFFICER

July 8, 2010

Mr. Brad Kelly
Sales Manager
Stallion Van Lines (1994)
18548 111 Avenue
Edmonton, AB T5S 2V4

Dear Brad

On behalf of Atlas Canada, I wish to offer my personal congratulations to all of the staff and service providers at Stallion Van Lines for your outstanding "quality rating" which resulted in your agency being named the 2009 Western Region Quality Award winner in your category.

A recent review of your ratings through June 2010 reveals that not only have you sustained a high rating but in fact have exceeded your own personal best. As you know, Atlas' quality rating system assigns a point value out of a possible 100 points. There is a provision within the system that would allow an agent to earn 5 bonus points however this is not something that many agents have achieved. I am however very pleased to say that Stallion Van Lines has indeed distinguished itself with ratings for the past four quarters are: 105; 100; 95 and 96.

Not only have you earned a remarkable number of quality points, you have an "A" claims rating and no penalties which puts your agency in the top 10% of Atlas agents across Canada. In addition, your sales quality rating year to date is an impressive 4.85 (out of a possible 5) and 100% of the customers who responded to our post-move survey indicated they would use your services again. For example, one of your customer's wrote the following comments on their survey:

"I would like to express all of my gratitude for the great service received for my recent move from Edmonton to Sherbrooke, QC. Starting with Brad Kelly, the very professional visit and additional support rendered, to my experience with Chantal at Stallion's office for follow-ups. Both individuals were very nice to work with and they always kept me informed about what was transpiring on my move".

Achieving these kind of results doesn't happen by chance. It is the result of a great deal of hard work, dedication, discipline and attention to customer needs. I know for a fact that Stallion's is a company who doesn't take short-cuts when it comes to providing service to its customers. The personnel who work for your company are all well trained, experienced and committed to making moving a little less stressful for the families they serve. Again, please extend my congratulations to every member of Stallion's team.

Yours truly,

A handwritten signature in black ink, appearing to read 'Robert J. Clark'.

Robert J. Clark, President & COO

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