



November 30, 2012

Mr. Brian K. Debo
Debo Moving and Storage, Inc.
600 Corporation Drive
Aliquippa, PA 15001-4864

Dear Brian:

Mayflower Transit's Quality Management team would like to add our personal congratulations to everyone at Agency M840 Debo Moving and Storage, Inc. for your selection as a 2012 Customer Choice Honorable Mention Award winner. This sets your agency apart as being among the elite group near the top of the service performance charts, and well-positioned to move up to the Customer Choice Award winner next year.

You and your team are to be commended for achieving consistent service excellence. Our customers have recognized your superior service through their ratings and comments in returned customer service surveys. Clearly, you and your staff have worked very hard to earn our customers' confidence and loyalty.

Again, congratulations to you, Brian, and to Debo Moving and Storage. Thank you for your ongoing commitment to Mayflower's Service Quality Process.

Sincerely,

A handwritten signature in blue ink, appearing to read "Steven J. Dawkins".

Steven J. Dawkins
Senior Executive Vice President
Integrated Operations Services