



December 10, 2010

Richard Vela
C/O: Scarr Moving & Storage
1359 Dayton St.
Salinas, CA 93901

Dear Richard Vela;

North American Van Lines would like to congratulate you on maintaining your **VANGUARD GOLD** status. Through your continued achievements in customer quality, claims, safety and hauling you have successfully met all the Vanguard Gold criteria. You are one of an elite group of Van Operators who has obtained this distinguished level of recognition. You are among the Best of the Best.

We would like to again thank you for your outstanding dedication and professionalism. This superior level of service continues to earn you the respect of your customers, peers and Van Line network.

Achieving VANGUARD GOLD status not only brings recognition of being the elite of our Van Operator but also entitles you preferential dispatch.

Your Vanguard Gold status was effective on November 1, 2010 and will continue for one full year. In the Fall of 2011, we will re-evaluate your qualifications. At that time, depending on your current qualifications, you may retain your Gold status, be re-classified as a Vanguard hauler or fall into our general fleet.

Enclosed you will find your VANGUARD GOLD patches and 2010 decals for your tractor; display them with PRIDE!

Congratulations once again for achieving **VANGUARD GOLD** status.

Sincerely,

A handwritten signature in black ink that reads 'Kristi Thompson'.

Kristi Thompson
North American Van Lines, Inc.