

Rachel Haigh Loher

November 07, 2005

Mr. Sam Alshek
Project Manager
NorthStar Moving Corporation
9120 Mason Avenue
Chatsworth, CA 91311

Dear Sam:

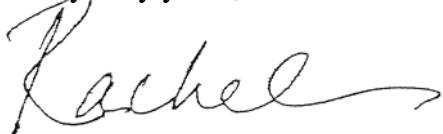
It is my mother's name, MADELINE H. PALMER, that appears on your documents (Ref. # 111172) but it was I with whom you created miracles during our ordeal. It's been quite a year, and, when an adult daughter is moving an "eightysomething" Mother from one Coast to another, it is always stressful. In our particular case, this move was fraught with complications involving my Mother sustaining an injury two weeks before our loading date.

Had it not been for you, your consideration, your compassion, and, your total understanding of our complexities, I doubt if I would have survived. Your ability to accommodate our ever-changing conditions was not only essential, it was absolutely crucial.

You and your team at NorthStar / Moishe's Moving Systems should be proud of the fine service you provide to people. As you know, my Mothers used your service in 2001 for a local move in Los Angeles; so when it came to this long distance move to New York City, Moishe's was our only choice.

Thank you for all of the time and patience you extended to us. You will never be forgotten.

Very truly yours,

A handwritten signature in cursive script that reads "Rachel". The signature is fluid and includes a long, sweeping horizontal flourish at the end.

Rachel Haigh Loher
New York City