

Hi Lisa,

September 2, 2005

Thank you for making a donation to the Salvation Army, I have been a supporter of them for many years; and also for the special donation to Second Harvest Food Bank. I am honored.

My trip in general was good, most importantly safe. I missed all that rain the day I left, the only rain on the whole trip was a ten minute shower going through Indianapolis. Two Men And A Truck, as far as I am concerned, did a crappy job of loading truck; more than half of the furniture was damaged in one way or another. Penske gave me an older gas truck with 93000 miles on it, instead of one of their newer diesel trucks, that cost me an extra \$350 in fuel and a stop to get AC fixed; so not real happy with them either. And the driver for the transport company moving the Barracuda quite when he got to their headquarters in Iowa. Barracuda has still not been delivered, maybe next Wednesday! Perhaps I expect too much, but Two Men And A Truck, Penske, and Blue Highways are all getting letters concerning what I consider their lack of customer service.

My point is that of all the people and companies I have had to deal with in this move, you are the only one that delivered a quality product. I don't take much credence in mottoes and personal statements, because when things get tough and dollars are involved, to often the supposed commitment gets compromised. However, your personal statement – **Respected as a Professional! Trusted as a Friend!** – truly describes my experience with you. I could not have been more pleased.

You should get this about the time you return from your vacation at Put-In-Bay; I hope you and your family had a great time, and you didn't wind up doing all the work like last time.

Enclosed is final water bill and check.

I will be in town to pick up my other car Friday September 16 through Monday September 19 encase there is last detail that needs to be done. My email address has been straightened out, the address is [danrobinson@tcsn.net](mailto:danrobinson@tcsn.net)

Thanks for everything,

Dan