

30-May-05

PO Box 398  
Knoxfield  
VIC 3180  
Phone: (1800) 302 351  
Fax: (1800) 800-636

Macleod VIC 3085

Dear Ms

6480WH3392

Thank you for moving with our Removal Service.

We are always very interested in feedback regarding the quality of your Removal.

If you wish to make a comment, please complete the Quick Questionnaire below and return it to us FREE, addressed to:

Removal Services  
Reply Paid 398 (No Postage Stamp Required)  
KNOXFIELD VIC 3180

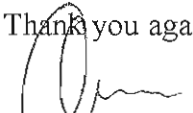
1. Was the driver on time? *Not on the dot, but acceptable* Yes/No
2. Was the removal crew friendly and well presented? Yes/No
3. Were your possessions treated gently and efficiently? Yes/No
4. Can you suggest any improvements or alterations? Yes/No

- Improve Communications please. We got notice 1 day too early due to ~~the~~ changes in route - went via Sydney, not the usual via Adelaide. They thought my things were already in Melbourne but it wasn't coming until the following day, hence, I was waiting on the wrong day until I got their call. Explaining what happened - Apologised - No worries.*
5. Will you be recommending us? Yes/No
  6. How did you hear about us?

- initially yellow pages, then phone calls & internet research*
7. Other Comments?

*Removal crew very friendly & skilled, knew what they were doing, careful but fast. Thank you for ~~the~~ a very good overall service! (and reasonable price)! Will be recommending you to friends w/o hesitation!*

Thank you again for using our Services.

  
Managing Director