



June 23, 2020

Dear Mother Lode Van and Storage,

**Congratulations** to your team on winning a 2019-2020 Pursuit of Excellence silver award. Winning this award demonstrates your commitment to providing only the highest quality of service to our customers. You truly exemplify everything that northAmerican® Van Lines stands for: quality, excellence and exceptional customer service.

On behalf of northAmerican Van Lines and NAMA, we commend you on your performance. Thank you for your commitment to performance improvement, growth and promoting a 'winning' culture for our entire northAmerican agent network. Please give our best to your entire team. We look forward to presenting Mother Lode with another Pursuit of Excellence award next year.

Regards,

A handwritten signature in black ink that reads "Kevin Murphy".

Kevin Murphy  
Vice President and General Manager  
North American Van Lines

A handwritten signature in black ink that reads "Bill Gray".

Bill Gray  
Chairman  
North American Mover's Association

A handwritten signature in black ink that reads "Kevin Ankenbauer".

Kevin Ankenbauer  
North American Mover's Association

A handwritten signature in black ink that reads "Julian Coles".

Julian Coles  
North American Mover's Association  
Quality Committee Chairperson