

Dear A. Univers Transit Ltd.,

Please find below the feedback from your customer, MRS HAGAR FARHY. Feedback Date: 09 Jan 2013

| Service provided to you by the surveyor / estimator: | Excellent | Good | Average | Fair | Needs Improvement |
|--|-----------|------|-----------|------|-------------------|
| Accuracy of survey and cost estimate: | Excellent | Good | Average | Fair | Needs Improvement |
| Packaging Services Performed on schedule: | Excellent | Good | O Average | Fair | Needs Improvement |
| Professionalism of Packaging Team: | Excellent | Good | O Average | Fair | Needs Improvement |
| Courtesy of Packaging Team: | Excellent | Good | Average | Fair | Needs Improvement |
| Customs Clearance Procedures: | Excellent | Good | Average | Fair | Needs Improvement |
| Timely performance of Destination services: | Excellent | Good | Average | Fair | Needs Improvement |
| Professionalism of Unloading Team: | Excellent | Good | Average | Fair | Needs Improvement |
| Courtesy of Unloading Team: | Excellent | Good | Average | Fair | Needs Improvement |
| Overall satisfaction with our services: | Excellent | Good | Average | Fair | Needs Improvement |
| Billing and Invoice Accuracy: | Excellent | Good | Average | Fair | Needs Improvement |
| Customer Comment: | | | | | |
| PERFECT Services. Thank you for a perfect move. | | | | | |
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| Close Print | | | | | |
| Your Reference #: 303439 | | | | | |