

News On The **MOVE**



Convention 2011 Issue



MAUREEN BEAL WELCOMES ATTENDEES TO THE 2011 NATIONAL VAN LINES AGENT CONVENTION

At the 2011 National Van Lines Agent Convention, CEO Maureen Beal welcomed the attendees with reflections on old-fashioned southern hospitality, a historical perspective of the van line, departmental updates and a look to the future of the organization.

SOUTHERN HOSPITALITY

“Many of us remember a simpler time when business practices and communication were less complicated. People conducted business face-to-face. A handshake was your word. Certainly our industry was very different. There were fewer choices when it came to moving. We didn’t have brokers selling moves to the lowest bidder.

In many ways, life was easier. We weren’t overwhelmed by Google searches. We relied on word-of-mouth referrals from friends and family. As I thought more about that and this convention setting—I realized that the old way of doing business still exists here in the south. It’s the embodiment of southern hospitality.”

HISTORICAL PERSPECTIVE

“At National Van Lines we think of ourselves as family. My grandfather founded McKee’s Express in the early 1900’s. That evolved into National Van Lines, which was launched in 1929. My father rejoined the company in 1931. My brothers and I followed in our father’s footsteps... making up the third generation of McKee’s in the family business.

We have long been committed to excellence. And that’s something we share with families in the south, where there’s a deep-seated belief that you represent your family in everything that you do. Your work reflects on you and your family.”

DEPARTMENTAL UPDATES

SALES AND AGENCY DEVELOPMENT — “Mark Doyle is responsible for the ‘Yes,We Can’ programs, and along with Len Bambach, they are shifting the focus from a logistics-driven entity to a sales and marketing driven organization - consistent with the top growing companies in today’s global economy.”

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MARKETING, QUALITY ASSURANCE & TRAINING – “Jorja Coulter has been developing new ways to create your own marketing materials and putting a fresh look on all of our existing brochures. New interactive decal designs will take advantage of smart phone technology and our relationship with the Wyland Foundation.”

NEW PRODUCTS – “Mike Yost and his group were instrumental in augmenting the van lines capacity over the summer. By stepping up and pitching in, New Products filled the gap between tonnage and the industry’s driver and equipment shortages.”

OPERATIONS – “New VP, Len Bambach, had his work cut out for him over the summer. To date, Operations has handled 14% more tonnage over this same time frame in 2010. And, Len has been working on a new project we’re calling “Senior Care.” We want to make certain that when we are handling a relocation for an elderly person – into assisted living, a retirement center, or even to the home of one of their children – we take into consideration how much more stressful relocation can be for them, and perform letter-perfect.”

FINANCE – “I’d like to introduce Gerry Mundt, who is Bob Buti’s successor. Bob has been working side-by-side with Gerry to bring him up-to-speed with all of the responsibilities in the Finance Department, so Gerry will be able to hit the ground running. One of their new projects is making on-line credit card processing available to our customers.”

NATIONAL FORWARDING COMPANY – “Pat Johnson reports that revenues are up over last year by a large margin. Overall NFC revenue, including International is up over 38% as of the end of this summer. And the overall Customer Satisfaction Score in the Domestic DP3 program is well above the industry average based upon very high volume.”

THE FUTURE – ESOP – “This is a new era for National Van Lines because we have become an employee-owned company – otherwise known as an ESOP company (Employee Stock Ownership Plan).

This truly is a little bittersweet for my brother, Ron, and me because we had to realize that the company, started by our family, 82 years ago, no longer will be in our family. But, we are also very happy, because National Van Lines belongs to the very people who have made it the success it is today. And, most importantly, we are very pleased, because we know it will be well taken care of for many years to come.”

WYLAND MAKES A PERSONAL DONATION TO FISHER HOUSE AND BOBBY VANN RAISES THE BAR!



Jack and Rose Kelly

The “Private Art Lesson” conducted by Wyland at the convention resulted in a very special contribution to Fisher House Foundation - a private-public partnership that builds homes on the grounds of military and Veterans Affairs medical centers so that families of wounded soldiers can live near where their loved ones are hospitalized.

Jack and Rose Kelly of Atlantic Coast Moving have long been involved in the Brigantine Polar Bear Plunge to benefit Fisher House – something Rose mentioned to Wyland while he was painting his own original Sea Turtle as an example to the aspiring artists in his care. At the conclusion of the lesson, Wyland presented Rose with his canvas; and, in that spirit, the idea of a silent auction to benefit Fisher House was hatched!

At the Gala Awards Ceremony, the bidding was spirited and competitive – ultimately the winning bid was submitted by none other than our own Bobby Vann of American Way Van & Storage, who contributed an amazing \$2800 to the cause. Maureen Beal sums it up this way, “Bobby and his wife, Diana, are devoted Wyland fans who exemplify the ultimate in charitable giving. And we all know that most of their gifts are done without attribution. We are so proud to have them in the family!”

SCAVENGER HUNT



Harold Vogt and Kathleen Tews of O'Boyle Moving & Storage getting ready to begin their quest



Sue Mackey and Shelly Zachary of National Van Lines, along with Cat Steigerwald of Joe Bonnie and Son trying to win the yarn tying event



Robyn and Dave Anton of Vanguard Moving patiently waiting to find their next clue



Scott Goble & Paul Kavanaugh of Mountain Moving & Storage and Buddy Dawson & Bill Ostenfield of White Glove Storage & Delivery using a new type of slingshot with water balloons



Veronica Jones putts for the final event of the day - putting a golf ball on a floating green in the pool

START

WALKER'S LANDING



Mary Perry, Suzette Bryant, Sydney Jones, Veronica Jones, Darin Bryant, Sid Jones and Willie Perry



Christina and Paul Collins of A to Z Express
Salem, New Hampshire



One of the many groups that enjoyed dinner
under the lights at Walker's Landing



Robyn Anton having her caricature done



Sean Edgar of FleetNet and Laura Manning

WYLAND EVENT



Wyland begins his art lesson



Cat Steigerwald, Toni Grove and Sharion Zachary



Staying nice and warm by the bonfire on the beach



Wyland giving Maureen Beal her medal as Global Ambassador for the Environment



Glow-in-the Dark bean bags on the beach



Wyland's canvas waiting to be auctioned off

**NATIONAL FORWARDING COMPANY
ADMINISTRATIVE
EXCELLENCE**

"The Administrative Excellence Award is presented to our agents who excel at providing their shipment documents to us in a timely and orderly fashion. These agents are the ones who are first to adapt to new processes such as scanning and emailing their paperwork. It is important to note that these are also the agents who have helped National Forwarding to lessen the additional administrative burden that has presented itself with the DPS System.

We would like to thank all of our agents for the efforts they put forth and wish that we could present this award to many more of you who are very deserving. Please know that your hard work and dedication to the entire military paperwork process is much appreciated and does not go unnoticed"

*Michael Wilson
NFC Billing Manager*

**2010-2011
ADMINISTRATIVE EXCELLENCE
AWARD WINNERS**

**1ST PLACE
ROCKEY'S MOVING & STORAGE
SAN ANTONIO, TEXAS**

**2ND PLACE
LONE STAR VAN LINES, INC.
FT. WORTH, TEXAS**

**3RD PLACE
UNION TRANSFER & STORAGE, INC.
SPRINGFIELD, MISSOURI**



**ROCKEY'S MOVING & STORAGE
Royce Brewer-Vogt, Crespín Torres,
Ken Greinke**



**LONE STAR VAN LINES, INC.
Sharion Zachary**



**UNION TRANSFER
Cherie Zuhlke**



SOUTHERN CAL MOVING & STORAGE
Gary Ratliff



MCCARTHY TRANSFER & STORAGE
Randy Smith

NATIONAL FORWARDING COMPANY CLAIMS PREVENTION

“Since last year, we’ve developed a fool proof way of deciding who gets our claims awards. I give a list of our agents to all of the people in the claims department, and ask them to highlight the ones they’ve never heard of.

Seriously though - our claims awards are based on a formula of total loss and damage in terms of claims dollars, divided by the total weight handled times 100. In other words, ‘amount of loss and damage per hundred weight.’ We calculate these stats separately for origin, hauling and destination services. I’d like to thank all of our winners here today very much, as their stats prove beyond a doubt their commitment to loss and damage prevention.”

*Kevin Spealman, Vice President
NFC Claims*

2010-2011 CLAIMS PREVENTION AWARD WINNERS

1ST PLACE
SOUTHERN CAL MOVING & STORAGE
CORONA, CALIFORNIA

2ND PLACE
MCCARTHY TRANSFER & STORAGE
EL CAJON, CALIFORNIA

3RD PLACE
PIEDMONT VAN & STORAGE CO.
FAYETTEVILLE, NORTH CAROLINA
(not shown)

**NATIONAL VAN LINES, INC.
ADMINISTRATIVE
EXCELLENCE**

"Congratulations to all of the nominees for the Administrative Excellence Award.

Paperwork is a critical part of the entire process. We rely heavily on our agency family and the training efforts handled by Shelly Zachary to make sure everyone is doing it right, the first time and every time.

Billing and Training take paperwork seriously. Our focus is on the entire agency family to support us in our needs for accurate, timely, complete and legible paperwork. Any time paperwork is late, incomplete, illegible or missing, it causes financial harm to all of the service providers.

My staff, who work with paperwork on a daily basis, came up with the top agents that do it right the first time and every time. Most agents do a good job but these agents do an excellent job. Thanks again and keep up the good work."

*Mike Dombroski, Director
Billing and Settlement*

2010-2011

**ADMINISTRATIVE EXCELLENCE
AWARD WINNERS**

1ST PLACE

**HILL'S VAN SERVICE OF NO. FLORIDA
JACKSONVILLE, FLORIDA**

2ND PLACE

**QUALITY MOVING & STORAGE
RONKONKOMA, NEW YORK**

3RD PLACE

**SOUTHERN CAL MOVING & STORAGE
CORONA, CALIFORNIA**



HILL'S VAN SERVICE OF NO. FLORIDA
Bob Vetzel



QUALITY MOVING & STORAGE
John Case



SOUTHERN CAL MOVING & STORAGE
Gary Ratliff



SOUTHERN CAL MOVING & STORAGE
Gary Ratliff



AMERICAN WAY VAN & STORAGE
Bobby Vann



UNION TRANSFER & STORAGE, INC.
Cherie Zuhlke

NATIONAL VAN LINES, INC.
CLAIMS PREVENTION
AGENT HAULERS

“This award is an acknowledgement of some very hard work and attention to the details. It requires loading and paperwork skills as well as a large amount of customer awareness. Loading a truck is more complicated than 3D Tetris because you have to factor in motion. It is labor intensive and time consuming....BUT in the end it has rewards. Obviously monetary rewards, but also comes with customer and self satisfaction on a job well done. For those of you about to receive this award we appreciate the commitment to excellence and appreciate your hard work.”

*Len Bambach, Vice President
Operations*

2010-2011
CLAIMS PREVENTION
AGENT HAULERS
AWARD WINNERS

1ST PLACE
SOUTHERN CAL MOVING &
STORAGE
CORONA, CALIFORNIA

2ND PLACE
AMERICAN WAY VAN & STORAGE
VANDALIA, OHIO

3RD PLACE
UNION TRANSFER & STORAGE, INC.
SPRINGFIELD, MISSOURI

**NATIONAL VAN LINES, INC.
CLAIMS PREVENTION
DIRECT LEASE FLEET**

“The recipients of this award work very hard to keep up the standard that they have set for themselves. Many other drivers in the fleet look up to them, and frequently call them for guidance. Every year the bar is raised and they manage to clear it. Setting high standards for themselves and meeting them consistently sets them apart. Costs are everyone’s concerns and they realize that this is one they have a lot of control over if they do what they know to do. Explaining to their help what is required before they get to residence. Spending time with the customer and letting them know what is going to happen during the day and who to see if they have any concerns. With pride, customer service is automatic. Customer care will reduce claim cost and here are some individuals who live that philosophy. By the way ALL three were previous Drivers of the Year. Two were finalists for the AMSA Super Van Operator and one was the winner of that prestigious award.”

*Len Bambach, Vice President
Operations*

**2010-2011
CLAIMS PREVENTION
DIRECT LEASE FLEET
AWARD WINNERS**

**1ST PLACE
DAVE SMITH
LAS VEGAS, NEVADA**

**2ND PLACE
CARLL SMITH
CENTREVILLE, MARYLAND
(not shown)**

**3RD PLACE
GORDY GROVE
LANGLEY, WASHINGTON**



**DAVE SMITH
LAS VEGAS, NEVADA**



**GORDY GROVE
LANGLEY, WASHINGTON**



O'BOYLE MOVING & STORAGE
Kathleen Tews



BEREA MOVING & STORAGE
Lisa Holly



BLUE RIBBON MOVING
Don Mergaert

NATIONAL VAN LINES, INC.
AGENT LONGEVITY

"Loyalty is defined as the state or quality of being loyal; faithfulness to commitments or obligations. In our minds, there are very few things that define loyalty as much as an agent's longevity with National. Through thick or thin, good times and bad, much like a marriage, the agent demonstrates their loyalty by continuing to represent us in the market place. These awards hold a special place in our heart, and we are proud to recognize the following 10 year longevity award recipients."

*Mark Doyle, Vice President
Sales & Agency Development*

2010-2011
AGENT LONGEVITY

2010
10 YEAR ANNIVERSARY
O'BOYLE MOVING & STORAGE
CHICAGO, ILLINOIS

2011
10 YEAR ANNIVERSARY
BEREA MOVING & STORAGE
CLEVELAND, OHIO

BLUE RIBBON MOVING
SALINAS, CALIFORNIA

NATIONAL VAN LINES, INC. - NEW AGENTS

A significant part of National's foundation for the future of the company is the addition of quality, well rounded agents. After returning to National last year, we worked on re-engineering the Agency Development Department to focus on a better recruitment process. This has enabled us to capitalize on previous successes in this arena, as well as increasing the number, size and production of the average new agent coming into our system. With great pride, we would like to recognize those agents that have joined National since our last Convention in 2009. And, we are equally proud to have so many of them here today!

Mark Doyle, Vice President - Sales & Agency Development



WHITE GLOVE STORAGE & DELIVERY (FL)
Harry James and Phil Delange with Agent Council



WESTRANSKO, INC. (CA)
Larry Denkler with Agent Council



THE APARTMENT MOVERS (ND)
Mark Merck with Agent Council



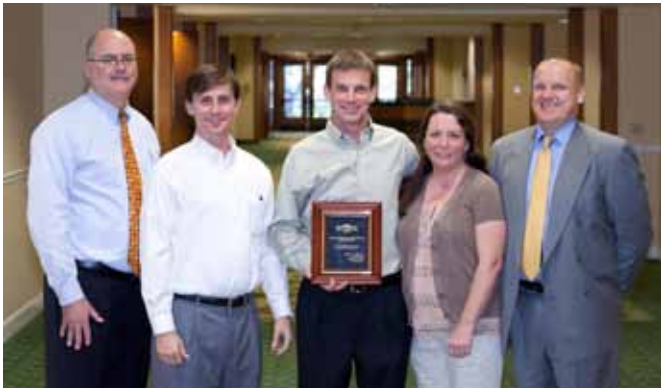
SHUR-WAY MOVING & CARTAGE CO. (IL)
Doug Brzezinski with Agent Council



ATLANTIC COAST MOVING & STORAGE (NJ)
Jack Kelly with Dick Scaffa and Mark Doyle



ROCKEY'S MOVING & STORAGE (CO/TX)
Christine Brown, Ken and Sheila Greinke, Mustafa Abdus-Salaam, Royce Brewer-Vogt with Agent Council



AMERICAN MOVING AND STORAGE (GA)

Robert Brooks-Gaudry, Kevin Allen, Tammy Fossett
with Dick Scaffa and Mark Doyle



ED SCHMIDT MOVING & STORAGE CO. (NJ)

Aaron Schmidt with Agent Council



QUALITY MOVING & STORAGE (NY)

John Case with Agent Council



OK MOVING & STORAGE CO., LLC (TN)

Aaron and Kimberly Pitts with Agent Council



HILL'S VAN SERVICE OF NORTH FLORIDA (FL)

Bob Vetzal with Agent Council



FAST MOVING COMPANY (NJ)

Maria Morales with Agent Council



THE HERITAGE MOVING CO., INC. (AZ)

Max Kuney with Agent Council



ALLEN MOVING, INC. (TX)

Tom Allen with Agent Council

NATIONAL VAN LINES, INC. - MOST IMPROVED SALES

A person's grit or toughness is measured by their ability to improve their standing in life despite whatever challenges they encounter. Similarly, during the last two years of this tough economy, we can apply the same qualities to those agents who were able to go out in their respective markets and not only compete, but actually increase their sales contributions to the van line. This award has never meant as much as it does today, considering the inherent obstacles present for any moving company in business. Let's reflect on the significance of these achievements as we recognize the following agents that have been able to exceed expectations over the last two years.

Mark Doyle, Vice President - Sales & Agency Development



CATEGORY II - 1ST PLACE
AMERICAN WAY VAN & STORAGE
Diana and Bobby Vann



CATEGORY I - 2ND PLACE
BELFOR MOVING
Craig Belfor



CATEGORY II - 2ND PLACE
VANGUARD MOVING
Marissa Daly and Dave Anton



CATEGORY II - 3RD PLACE
MOUNTAIN MOVING & STORAGE
Paul Kavanaugh and Scott Goble

(Not Shown)

CATEGORY I - 1ST PLACE
PRO MOVERS, INC.
AURORA, ILLINOIS

CATEGORY I - 3RD PLACE
FOLKESTAD MOVING SERVICES
PRESCOTT, ARIZONA

NATIONAL FORWARDING COMPANY CUSTOMER SERVICE EXCELLENCE - PLATINUM DIVISION

“This is my favorite part of the convention; publicly recognizing those agents who have contributed so much to the success of our company. These are our highest awards: Customer Service Excellence for 2010 and 2011 combined. That is what we are committed to and that is what drives our business. The Customer Service Excellence award is based upon Customer Satisfaction Surveys completed by the military service member with origin services being weighted 80% and destination services 20%. It is divided into three divisions, Silver, Gold and Platinum.

We have expanded the award recipients from the traditional First, Second and Third Place to the top five agents in each division, with one First Place award in each category.”

Pat Johnson, President - National Forwarding Company



1ST PLACE
SHUR-WAY MOVING & CARTAGE
LIBERTYVILLE, ILLINOIS
Doug Brzezinski



HARRISON'S MOVING & STORAGE CO.
CHESAPEAKE, VIRGINIA
John Mullen and John Weaver



J. BARBER MOVING & STORAGE
FREDERICKSBURG, VIRGINIA
Kristel and Jeff Barber



QUALITY SERVICES MOVING
LORTON, VIRGINIA
Ed Graves

NATIONAL FORWARDING COMPANY CUSTOMER SERVICE EXCELLENCE - GOLD DIVISION

(Not Shown)

CASCADE MOVING & STORAGE, INC.
SEATTLE, WASHINGTON

CITY MOVING & STORAGE, INC.
LAWTON, OKLAHOMA

MEELHEIM'S TRANSFER & STORAGE, INC.
SOUTH TOMS RIVER, NEW JERSEY

SENTINEL MOVERS, INC.
PENSACOLA, FLORIDA



1ST PLACE
SOUTHERN CAL MOVING & STORAGE
CORONA, CALIFORNIA
Jeanine and Gary Ratliff

NATIONAL FORWARDING COMPANY CUSTOMER SERVICE EXCELLENCE - SILVER DIVISION



AMERICAN WAY VAN & STORAGE
VANDALIA, OHIO
Bobby Vann and Diana Vann with
grandsons, Robby and Aaron



TRANS-WORLD MOVING SYSTEMS
ANCHORAGE, ALASKA
Charles Rosenberg



JOE BONNIE & SON
DELRAY BEACH, FLORIDA
Janis and Joe Bonnie, Theresa Bonnie,
Catherine and Luke Steigerwald

(Not Shown)

1ST PLACE
RALPH CUMMINGS MOVING & STORAGE
DAYTON, OHIO

SANTIAGO MOVING & STORAGE
VALLEY COTTAGE, NEW YORK

NATIONAL FORWARDING Co. - INTERNATIONAL AWARDS

“Success for the International Division is due in large part to agents that are committed to booking within the system and who have continually done so over the past several years. You will recognize these agents as winners from earlier tonight or past conventions. Their loyalty to the International Division is paramount to our growth. We hope to award all of you in the future, but for now, I would like to recognize the following agents.”

Julie Glista, Manager - International

(Not Shown)

**SERVICE EXCELLENCE
PRIVATE TRANSFEREE
MILITARY**

**CARELINE INTERNATIONAL
DUBLIN, IRELAND**



**SERVICE EXCELLENCE
DEPARTMENT OF DEFENSE
MILITARY**

**ROYAL HAWAIIAN MOVERS
HONOLULU, HAWAII
Ross Amparo**



**SERVICE EXCELLENCE
DEPARTMENT OF DEFENSE
DOMESTIC**

**ROCKEY'S MOVING & STORAGE, LLC
KILLEEN, TEXAS
Mustafa Adbus-Salaam, Royce Brewer-Vogt,
Masood Ahmed**

**SERVICE EXCELLENCE
PRIVATE TRANSFEREE
DOMESTIC**

**JOE BONNIE & SON
DELRAY BEACH, FLORIDA
Janis and Joe Bonnie, Theresa Bonnie,
Catherine and Luke Steigerwald**



NATIONAL VAN LINES, INC. - TOP BOOKING AGENTS

"The single largest driver for the success of any company in today's global economy is the ability to go out in the market and create sales on a consistent basis. Within that context, those that produce a revenue stream at a high level are the ones that should be recognized for their excellence, their ability to say "Yes We Can!" We are very proud to recognize an extraordinary group of top sales achievers that went out and made it happen for National during the last two years of an economy that has totally decimated the moving & storage industry. Please join us in recognizing the following agents for their "registered 2010-2011 overall sales achievement."

Mark Doyle, Vice President - Sales & Agency Development

1ST PLACE
VANGUARD MOVING & STORAGE
Marisa Daly, and Dave & Robyn Anton



2ND PLACE
AMERICAN WAY VAN & STORAGE
Bobby and Diana Vann and Grandsons

3RD PLACE
JOE BONNIE & SON
Janis and Joe
Bonnie, Theresa
Bonnie,
Catherine and
Luke Steigerwald



4TH PLACE
METRO MOVING & STORAGE
Dave and Walt Edwards



5TH PLACE
ALL AROUND MOVING
& STORAGE
Jim and Cheryl
Simpson

NATIONAL VAN LINES, INC. - TOP HAULING AGENTS

The recipients of these awards represent EXCELLENCE in hauling. Their commitment to their drivers and to our customers is to be commended. In today's environment it is very difficult to hold a fleet together. It's even tougher to do it year after year. They have managed to hold on to drivers, keep their equipment up and provide great service to the Van Line and to our customers. To do all this you have to be doing something right. These people obviously are doing right. This award says it all - **TOP HAULING AGENT**.

Len Bamback, Vice President - Operations



1ST PLACE
AMERICAN WAY VAN & STORAGE
Bobby, Diana Vann and Grandsons



2ND PLACE
O'NEILL TRANSFER & STORAGE
Bradley Boland, Sr.



3RD PLACE
UNION TRANSFER
Cherie Zuhlke



5TH PLACE
METRO MOVING & STORAGE
Walt and Dave Edwards

(Not Shown)

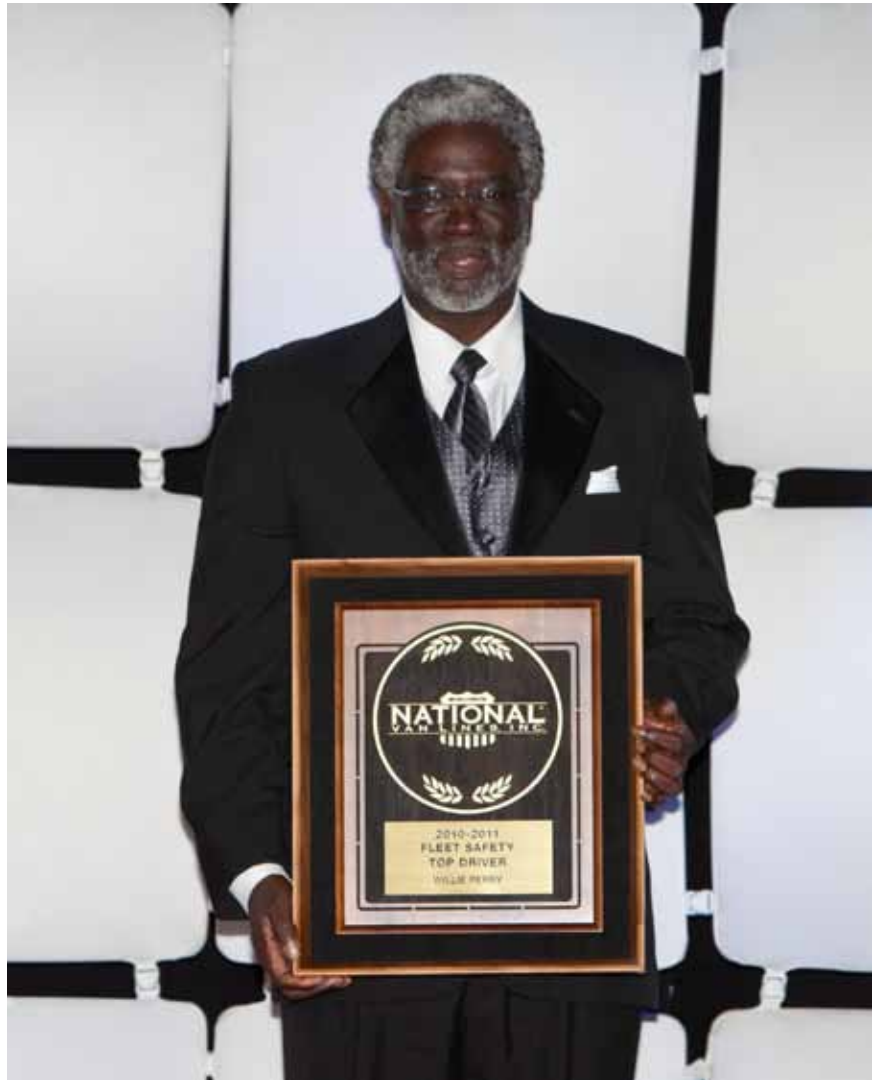
4TH PLACE
EDWARDS MOVERS
SOUTH EASTON, MASSACHUSETTS

FLEET SAFETY AWARD - WILLIE PERRY

“The Safety of the people shall be the highest Law.’ Marcus Tullius Cicero 106 BC – 46 BC. Since the beginning of recorded history Safety has been a concern of all of society. That has not changed. The safety and well being of our families has always been our top priority. We will continue to keep this as a top priority at National Van Lines. The parameters of this award include no chargeable accidents, Log compliance and, of course, the CSA scores. All National Van Lines drivers in the committed fleets, Household Goods and New Products are included in the running - and believe me the competition is stiff.

The recipient of this award has been with National for over 9 years and has a perfect record on all of the above categories. Let me repeat that - a perfect score. No violations in any one of the award parameters. Willie has shared with me the fact that in all his years of driving that he has NEVER been written up for a violation. (That’s in over 23 years of driving.) He has set the bar extremely high for this prestigious award.”

*Len Bambach, Vice President
Operations*



WILLIE PERRY



TOP DRIVER - NEW PRODUCTS

“Willie was born on December 10, 1954 in Tifton, Georgia. He finished high school and received his Associates Degree from Moses Lake University. He joined the US Army and served 3 tours of duty in Germany and 2 tours in South Korea. During his military career, Willie served as a shop foreman/mechanic and a communication specialist.

After serving his country for 20 years he left the military and began his career in trucking. He started on the road in 1992, including driving a truck in war-torn Bosnia. Willie returned to Texas in 2000 to help his wife, Mary, raise their 2 sons, Daniel and Marcus.

Finally, Willie landed at National Van Lines in August of 2002. He has been an exceptional driver with National in performance and attitude and we are honored to have him as our Top Driver. He also won our Top Driver award in 2004.

Willie hasn't just had one or two good years – he has performed as a top driver ever since he joined National and I'm sure before that as well. If we were to use sports terms; Willie is already in the National Van Lines Hall of Fame.”



WILLIE AND MARY PERRY

*Mike Yost, Vice President
New Products*



TOP DRIVER - HOUSEHOLD GOODS



SUZETTE BRYANT, SID & VERONICA & SYDNEY JONES



“Born in Bainbridge Georgia – the son of a sharecropper – Sid remembers watching the trucks pass by as he worked the fields, and someday wanting to drive one of those trucks. He started driving at the age of 13 - in the farm fields, of course! He was the middle child of a family of nine – and he was the shortest. So when he drove – and needed to put his foot on the clutch - he actually couldn’t see over the dashboard! Not only that, but this was back in the days before power steering, so keeping a truck on the road required a lot of strength.

He moved to Florida at age 19, and took a variety of jobs. He worked for a crating company, and in a steel mill, but then a gentleman by the name of Bob Vetzel hired him as a local salaried driver. Because of Sid’s strong work ethic, Mr. Vetzel assisted him in buying a tractor – and he spend the next

14 years working for him. Later, he went over to Fogarty Van Lines where he became acquainted with us, and eventually came to find a home here in the Direct Lease Fleet. Sid is a firm believer in adhering to rules and regulations – at Fogarty he attended a National Van Lines driver training class and learned that if you follow the rules the van line will stand behind you – and he believes that to this day. He says you know you are always protected when you do it right! He was taught that his word is his bond, and we have certainly found that to be so.”

*Len Bamburg, Vice President
Operations*

F. L. MCKEE, SR. AWARD 2011 RECIPIENT - BOBBY VANN

“Throughout this convention, you have heard us talk about Southern Traditions and the National Van Lines legacy. We’ve also recognized our top service performers for their customer focus and commitment to excellence. And now, I’d like to present a very special award that combines all of those elements. We don’t give this award at every convention - in fact, it’s been quite a while since we’ve named a recipient. This is the F.L.McKee, Sr. Award - it’s named for my father, and unlike most of our awards tonight - it honors an individual for their dedication and commitment and leadership. And of course, it means a great deal to my family and me to make certain that our choice is the right one. This award winner has shown tremendous loyalty to National Van Lines - serving as an agent for over 20 years, active in all aspects of our business - Military and Commercial; successful as both a booker and a hauler.

Bobby - I want to personally thank you for your leadership and dedication. Your service on the Agent Council - as a team member, then President and now as Past President, has been the reason. You have always seen all sides of any issue brought to the Council and taken the needs of all parties into consideration. You have served as a mentor to other agents and always said ‘Yes, I Can’ when asked for assistance. And, most recently, your renewed emphasis on your agency’s sales effort has been outstanding. We thank you, and proudly name you the F.L.McKee, Sr. Award Winner for 2011.”

*Maureen Beal, CEO
National Van Lines*



F.L. McKEE, SR. AWARD RECIPIENT
Bobby Vann
AMERICAN WAY VAN & STORAGE

LISA HOLLY NAMED AS TOP WOMAN BUSINESS OWNER



Lisa Holly

Lisa says “Believing in yourself, your company and your people is paramount to a company’s success. I’m in a business where I don’t do anything alone. Every task requires teamwork, and I rely heavily on my team – they keep me afloat.”

“Lisa has worked very hard, especially after the sudden loss of her mother. Many of us in the industry remember what a driving force Dell Melton was. I am so proud to see Lisa honored for all of her efforts. She has been a loyal and supportive agent for National Van Lines,” adds CEO, Maureen Beal.

Berea Moving & Storage owner, Lisa Holly, has been honored by the Cleveland Chapter of the National Association of Women Business Owners (NAWBO) as one of their three Top Women Business Owners for 2011.

NAWBO Cleveland honored Lisa at the Women’s Business Summit, held at Corporate College East in October. Recipients were recognized for their leadership, initiative and creativity, as well as additional professional accomplishments, according to Marguerite Harkness, Chapter President.



FRED JOHNSTON JOINS NATIONAL AS ACCOUNTING MANAGER



Fred Johnston

Gerry Mundt, National Van Lines Vice President of Finance, welcomes Fred Johnston to the finance team, serving as Accounting Manager. Joining National Van Lines in August, Fred assumes responsibility for managing the Accounting Department, and reports directly to Gerry.

Fred’s background in accounting includes experience in the health care, telecommunications and waste management industries. He spent 9 years with US Cellular in a variety of accounting and finance roles, and was more recently Division Controller with Veolia Environmental Services.

Fred obtained his undergraduate degree from Loyola University and his M.B.A. from Keller Graduate School. Fred lives in Chicago’s Dunning neighborhood and enjoys spending time with his nephew, playing poker and bridge, and watching the Cubs.

BOB BUTI RETIRES AFTER 36 YEARS AT NATIONAL VAN LINES

National Van Lines honored Bob Buti, Vice President of Finance and MIS, at a retirement luncheon in December. Hired by Ron McKee as a Data Processing Manager in 1975, Bob was promoted to Vice President in 1985 by then President, Bob Seeler. According to Seeler, “While Bob didn’t have a background in accounting, I saw something special in him, and knew he would be a success. Since then, I think he’s gotten the equivalent of a PhD in Accounting through experience!”

Bob’s family - wife Margo, son Paul and brother Rich were in attendance, as were Bob Cellini from the NVL Board of Directors, and legal counsel, Jim Christman. Retirees, Pat Ogren, Viola Henderson and Roger Harl were also special guests.



Bob thanks Maureen and the entire McKee family for all the opportunities at National

According to CEO Maureen Beal, “Throughout his career at National, Bob has been instrumental in helping the company deal with changes – including industry regulations, economic conditions and technological advancements. Over the years, Bob has proven himself to be an effective leader, building a strong team of managers. In preparing for his retirement, he has worked diligently mentoring his successor, Gerry Mundt, and I am confident that will contribute to Gerry’s successful transition. Bob has always demonstrated his loyalty and professionalism and will be greatly missed.”

In retirement, Bob plans to split his time between Tampa, Florida to stay out of the cold weather; and Darien, Illinois to be close to his family.



A younger Bob Buti taken early in his career



Bob sitting in the beach chair that was signed by all employees of NVL and NFC

NATIONAL VAN LINES NAMED IN THE TOP 100 FOR THE 2ND STRAIGHT YEAR!



In November, the Chicago Tribune announced its selection of the 2011 “Top 100 Workplaces” – naming National Van Lines to the list of the best places to work in the Chicago area for the second straight time. National Van Lines placed 34th of 45 companies in the under 250 employees division.

According to the Tribune editorial staff, “Good culture all boils down to a simple concept, which is respect: Respect for employees, for business partners, and for customers. When we set out to find the best place to work in the Chicago metro area we decided to ask the people who know best - employees. The Top 100 companies were credited with having dynamic, supportive and inclusive cultures. And companies that can maintain these standards during a tough year like 2011 are especially noteworthy.”

The evaluation for the Top Workplaces program is based upon feedback from an employee survey that was conducted by Workplace Dynamics, a leader in survey design and response. Since 2010, over 6000 organizations have participated in the Top Workplaces survey; resulting in major publications, like the Chicago Tribune, determining the best places to work in their communities.

National Van Lines had almost 100% employee participation in this years’ survey, and improved 11 places over their ranking in 2010. In the Chicago market, out of over a thousand nominations, 193 companies qualified for participation in the survey and ranking in the Top 100 Workplaces.

According to Maureen Beal, CEO, “We are so proud to be included, even for consideration in this award, because it means so much to know that our employees are happy and proud of the organization. There is no higher honor than one that comes from the heart of the company – our employees!”



PEOPLE ON THE *MOVE*

NEW AGENTS

FAITH MOVING & STORAGE, LLC
El Paso, Texas
Javier Moguel
8/10/2011

OK MOVING & STORAGE, LLC
Memphis, Tennessee
Kimberly Pitts
8/29/2011

ALLEN MOVING, INC.
Dallas, Texas
Tom Allen
9/9/2011

FAST MOVING COMPANY
Hackettstown, New Jersey
Julio Morales
9/20/2011

POWERHOUSE MOVING, LLC
Clearwater, Florida
Jason Wonnacott
11/16/2011

NEW HIRES, PROMOTIONS and RETIREES

AUGUST

FRED JOHNSTON, ACCOUNTING MANAGER
National Van Lines

DIANA CEVIZOVIC - MOVE MANAGEMENT
SHEILA SAVAGE - MOVE MANAGEMENT
National Forwarding Company

DECEMBER

LINDA CERDA - SAFETY DEPARTMENT
National Van Lines

LAURA MANNING, CSA AUDITOR
promoted to Safety Manager when
Vicki VanOstand retired after 25 years!

BOB BUTI, SR. VICE PRESIDENT OF FINANCE
retired at the end of 2011 after 36 years service!

DIANE SEPELIS, ACCOUNTING CLERK
retired at the end of 2011 after 13 years service!

X-CARD WINNERS

AUGUST

Booking
JOHN FOUTS
O'NEILL TRANSFER AND STORAGE

OCTOBER

Booking
CHRIS HESS
LEADERS MOVING & STORAGE COMPANY

SEPTEMBER

Booking
JOHN CASE
QUALITY MOVING & STORAGE

NOVEMBER

Delivery Driver
LARTICAS COLEMAN
HILL'S VAN SERVICE OF NO. FLORIDA

X-Card Winners have achieved excellent scores on Customer Surveys
Each month one winner is sent a \$50 gift certificate