



First Class Service from a First Class Van Line

NATIONAL VAN LINES, INC.

The General Services Administration's Customer Satisfaction Index or CSI Ratings have long been recognized as the benchmark of quality moving services. And the new ratings, effective November 2007, measuring Household Goods Relocation Customer Satisfaction again contain some **very exciting news for National Van Lines.**

Our CSI rating puts us on top when compared to other major van lines for the past eleven years. In fact, our eleven-year average rating of **102.02** is **a half point higher** than any other indexed major van line. For a comparison, see Chart 1 below. Chart 2 indicates National Van Lines received a score of **102.41** for 2007, **almost 2 points higher** than the next leading van line!

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