



Three Years in a Row – Top Workplace!



Left to Right: Eileen Sherman, Ron McKee, Maureen Beal and Jorja Coulter

National Van Lines has once again been selected as one of The Chicago Tribune's Top 100 Workplaces. Announced in the Tuesday, November 13th supplement devoted to the research conducted by WorkplaceDynamics, National Van Lines saw significant improvement in the Small Business (under 250 employees) Category – moving from 34th place to 20th in just the span of one year.

The Top Workplaces are determined based solely on employee feedback. WorkplaceDynamics, LLP, a leading research firm on organizational health and employee engagement conducts regional Top Workplaces programs with more than 30 major publishing partners and recognizes a National list of Top Workplaces. Over the past year, more than 4,500 organizations and 1 in every 100 employers in the U.S. have turned to WorkplaceDynamics

to better understand what's on the minds of their employees.

According to the results, mid and upper level management at National Van Lines get high marks from their direct reports, especially when it comes to training and a positive environment:

- My manager and peers take the time to help me understand the industry, and people go out of their way to make sure that I have the information I need to do my job.
- My manager takes a genuine interest in how my work and personal life interact.
- My manager is very thorough with instruction, open with ideas and creates a highly positive work environment, where my opinion seems to matter, and is valued.
- My manager is easy to talk to and is NOT a micro manager. That speaks volumes in an office scenario, in my humble opinion. We chat almost every day about what is going on, what needs to be done, and what needs to be amended. And it gets done. If I need help, my manager gives it. If my manager needs help from me, I'm asked. It's a 50/50 relationship that works because WE WORK.

According to CEO, Maureen Beal, "I am thrilled that for the 3rd straight year, National Van Lines has been named a Top 100 Workplace. With 1,629 companies invited to participate, ranking in the Top 100 is quite an accomplishment. But what makes it really special is that the ranking comes from confidential survey responses submitted directly by our corporate employees. I am proud to work with each and every one of them."

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Holiday Greetings..... From Maureen Beal

I have to admit it – I really love Christmas and all that it represents. The circling of family and friends to celebrate, the spirit of generosity and goodwill, special meals shared with loved ones – all combined to “Make the Season Bright.”

Reflecting back on 2012, we’ve had many bright spots to be proud of. First, we have grown by record-breaking numbers – not only by the number of new, high-quality agents that have joined the family, but with the significant sales increases on the part of existing agents. And, all of this, in a market that experts say is mature and dwindling. We just refuse to participate in that kind of thinking! Special thanks to our Agency Development Department for their recruitment efforts, and to our Agent Council for their contributions and suggestions for improvement which make our sales gains possible.

We have also grown as a team. While this summer was incredible, it challenged us to come up with new and improved methods of handling increased tonnage in spite of capacity limitations. I want to especially thank the New Products division for all of their assistance, as well as Marketing & Training for reallocating their personnel to the Operations Department to provide the necessary resources.

The Forwarding Company has once again provided top-notch service to our military members and their families and, in these times it means more than ever to be able to say we are “Proud to Serve Those Who Serve.”

It goes without saying that Operations on the front end, with Finance handling the back-end of these record-breaking numbers is a tremendous effort – requiring all of us to think outside the box, roll up our sleeves and get to work! I’m very proud of the contribution the whole agent-corporate family made to a very successful 2012.

In addition, we have worked very hard at our fund-raising activities in 2012. The Wounded Warrior Project, The American Cancer Society and Special Olympics IL have all been recipients of our agent/driver/corporate generosity. You make me so proud when I see the incredible impact of your charitable giving.

And we said good-bye to some good friends. As you all know by the many lunches we have had, there were quite a few retirements this year. There were seven in all - Dan Johnson, Mary Johnson, Tina Byers, Rich Buti, Donna Palmer, Jorgen Johansen and our friend Maureen Zinovik, who sadly passed away shortly after her retirement. We appreciate the commitment and dedication these retirees have given to National Van Lines over the years, and they are missed.

And, the last good thing I want to reflect on this year is my favorite – and that is being named one of Chicago’s Top Workplaces again this year. It is the most meaningful award to me because it really represents the employees’ opinion – completely confidential and impartial, and each year it continues to improve! This is a very special honor since it reflects the corporate culture, with employee ownership through our ESOP program. I am committed to keeping this trend going.

As 2012 comes to a close we want to thank all of you and your families for contributing to our success. Without all of your hard work, day after day, we would not be able to celebrate the good things that National enjoys.

My warmest Holiday Wishes to you all.

A handwritten signature in cursive script that reads "Maureen Beal". The signature is written in black ink and is positioned at the bottom right of the page.

Mary Johnson Retires After 12 Years at National



We thought we were finished with retirement parties for a while, and Mary Johnson insisted she didn't want any fuss made; but in true National Van Lines style, a luncheon was held in Mary's honor.

Mary came to National in November of 2000, having spent the first part of her career with Sears Merchandise group, working in Chicago and then moving with them to Hoffman Estates. When Sears downsized, Mary made her way to National Van Lines and was hired to work as Mail Clerk in the Billing Department.

Appreciated by her co-workers as a selfless employee, Mary always offered to do relief at the switchboard during company celebrations, so the receptionist could join in and celebrate with the rest of the group.

In retirement, Mary plans to keep busy but without the annoyance of the alarm clock. She enjoys travelling and gambling. Mary has three children - two sons, Will and Eldon; and one daughter, Dana. She is a grandmother of 10 and a great grandmother of two. We wish her big wins at the casino, and much time to enjoy her family and home.



Welcome Tim Rerko, Driver Services Manager



Tim Rerko is National Van Lines new Manager of Driver Services

A University of Texas graduate, Tim comes to National Van Lines with a background in the household goods industry, having worked as a Planner for Bekins and Manager of Special Services at All Chicagoland Moving and Storage. His most recent experience was with Nestle Transportation Company where he worked as Transportation Supervisor and Terminal Manager.

Tim is enthusiastic about his assignment to increase the number of direct and agent-sponsored drivers and is spearheading a number of initiatives in that regard to prepare for the anticipated record-breaking, Summer 2013, shipment count! The new-and-improved recruitment effort will incorporate search engine marketing techniques, truck decal ads and a new driver application portal, just to start.

Tim, his wife Cheryl and their two children Giddy (12) and Nelson (10) live in Batavia. Tim is very involved with his children's sports activities, works with the Forest Preserve District of Kane County and in his spare time enjoys landscaping and DIY projects around his home.

According to Len Bambach, Vice President of Operations, "We are confident Tim's experience in our industry, coupled with his background working with drivers, will take our Driver Services program in a positive direction."

Teresa Brown Heads New Combined Department



From Left to Right: Patty McCarthy, Corinne Palermo, Sue Mackey, Brenda Newman, Joe Funk, Margaret Richter and Theresa Brown

In a re-organization designed to offer “one-stop-shopping” and improve the overall customer experience, the Customer Service/Move Management Group and the Claims Department have joined forces. Sue Mackey and her team – Corinne Palermo, Margaret Richter and Brenda Newman – will join Patty McCarthy and Joseph Funk in an expanded department headed by Teresa Brown. Jorja Coulter, VP Marketing and Quality Assurance, remarks, “I’ve been really impressed by the leadership that Teresa has demonstrated, especially over the past summer. The Customer Service/Move Management team will benefit from her expertise in resolution management.”

According to Vice President Finance, Gerry Mundt, “This logical extension of customer service will allow improvements and efficiencies in complaint and claim resolution, as well as provide proactive problem solving and communication with agents, drivers and customers.”

Teresa adds, “I am looking forward to working with this dedicated and experienced team. As we all know, moving is a very stressful process. Our goal is to make the customer’s transition as seamless as possible by assisting the customer from the beginning of the move process to the end by being a “One Stop Shop.”



National Selects San Diego as Site of 2013 Convention



The newly renovated San Diego Marriott Marquis and Marina has been selected to host the 2013 National Van Lines Agent Convention.

Mark **October 17-19** on your calendars, and watch your January email for early registration incentives and event information.

Located adjacent to the San Diego Convention Center, the Marriott Marquis & Marina is a premier San Diego, California hotel. Featuring 1,360 guest rooms, 75,000 square feet of meeting space and a 446-slip marina, the Marriott offers an environment that easily transitions from dynamic meetings to resort-style relaxation.

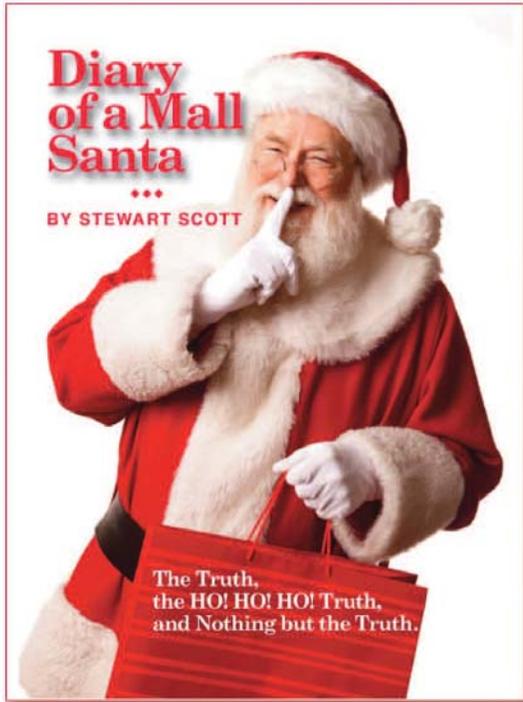
Just steps from the renowned Gaslamp Quarter, as well as the Seaport Village shopping district, the hotel's location provides convenient access to championship golf and popular attractions like the San Diego Zoo, Sea World San Diego and LEGOLAND California.

You will experience a grand sense of arrival in the new lobby and personalized service from the dedicated staff. Unwind in your premier guest room with sweeping bay views. From a state-of-the-art fitness center, to an enticing new pool area, to top-notch cuisine at the waterfront restaurants, it all comes together for an authentic downtown San Diego experience, only at the San Diego Marquis & Marina.



OCTOBER 17-19, 2013

Diary of a Mall Santa



Little known fact: Santa Claus helped to write and produce most of our sales literature for the past 15 years. In fact, he attended some of our conventions too, while dressed anonymously in a suit and tie.

When children are not regaling Santa with Christmas wishes, he is Stewart Scott, a semi-retired advertising agency executive, and close friend of National Van Lines.

Our Santa has also written an entertaining new book. “Diary of a Mall Santa” is a collection of short stories about his encounters with both children and adults. Some stories are heartwarming, some are comical, some are a bit irreverent, and a few will break your heart. Yet all are true.

Here’s one example: A few days before Christmas last year, a charming nine-year-old girl approached Santa. She had short pig-tails and a shy smile. Her gift list was short. She seemed more interested in engaging Santa in quiet conversation, and basking in

the comfort of his company as she rested her head against his shoulder. Near the end of the conversation, Santa asked her, “Is there anything else you would like to talk to Santa about?”

She thought for a moment, and responded, “Why do they call it Christmas anyway?”

Read how Santa answered her question. The story appears near the end of the book.

The book is for parents, grandparents, aunts and uncles. The more outrageous comments from children will remind you of the old Art Linkletter television show, “Kids Say the Darndest Things.”

The book is available through www.amazon.com as a Kindle e-book. Do a search for “Diary of a Mall Santa” and book information will appear on your screen. Mac computers and iPads offer free Kindle apps if you do not have a Kindle.

* * * * *

Merry
Christmas

PEOPLE ON THE *MOVE*

NEW AGENTS

MOOVERS, INC.
Pittsburg, CA and Secaucus, NJ
Matthew Hassenstab
October 19, 2012

EASTERN VAN LINES
Pomona, CA
William R. Coffman
November 27, 2012

J. BARBER MOVING & STORAGE
Fredericksburg, VA
Jeff Barber
December 1, 2012

PROMOTIONS & NEW HIRES

PROMOTED:

Deborah Martine
Full Time Billing Clerk

Teresa Brown
Director of Claims & Customer Service

NEW HIRES:

Tim Rerko
Manager - Driver Services - NVL
October 29, 2012

Jeffrey Schmidt
Move Management - NFC
October 29, 2012

Heather Curran
Claims - NFC
December 2, 2012

X-CARD WINNERS

SEPTEMBER

Driver

Maury Golden

Hill's Van Service of No. Florida

OCTOBER

Driver

Jonathan Sills

Ed Schmidt Moving & Storage

NOVEMBER

Driver

Joe Passano

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

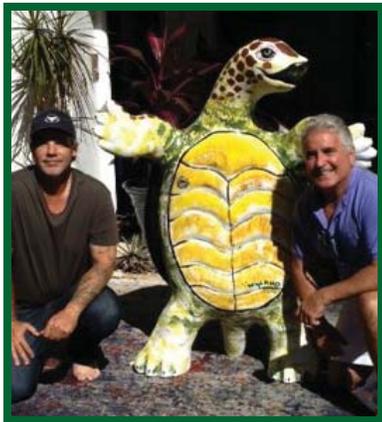
Kearney Moving & Storage - Interesting First Year

Since coming on in April of 2012, Kearney Moving & Storage has embraced the National Van Lines culture in a big way. Not only did they send four representatives to Agent Exchange last May, Kearney has created a whole new “branding” initiative, including ads featuring the National Van Lines Whale Decals on their straight truck!

Wanting to make a “big splash” with the Wyland Whale truck and their new affiliation, Kearney hosted a ribbon cutting ceremony and invited Mark Doyle, VP Sales and Agency Development to attend and assist in the presentations. Mark describes the event, stating, “The ribbon cutting ceremony by the Chamber of Commerce highlighted Kearney’s new relationship with National, and also served as a platform for John to announce his son J.P.’s more active role in running the business. They gave out employee quality and longevity awards and fought back tears.”



Mark also regaled the crowd with stories of how John and Mark first met in 1989 when Mark was a young Regional Manager for National. John’s company was a newer NVL agent at the time, originally called Hough-Kearny Moving & Storage. John and Mark have developed a personal bond that bridged the years gone by and have watched each other’s children grow up as part of the industry.



Approached by the Venice Art Center to participate in “Sea Venice,” a public arts project to support Art Center programs and promote the arts and tourism for the community of Venice, Kearney’s Gina Hamilton asked if National Van Lines could get Wyland involved. As it is modeled after “Cows on Parade”, which occurred in Chicago in 1999, Wyland was well aware of the impact the project could have on the community. Wyland was conveniently at his Islamorada, Florida home and he gave an enthusiastic “Thumbs Up.” He actually painted the sea turtle in record-time, while John Kearney watched! In addition to the Wyland turtle, local artists, in partnership with “Sea Venice” sponsors, created unique designs for an additional 20 fiberglass dolphins and 20 fiberglass sea turtles. The statues now appear in Venice on city streets, parks, lobbies, businesses, etc.

Shortly after delivering the Sea Turtle, Kearney Moving & Storage was called upon to perform a local move with a VERY unusual furniture piece. The unconventional dining table is actually made from a 1000 pound concrete section of the Berlin Wall, and is now on the upper level of a beachfront home in St. Petersburg. According to the family, “It serves as a daily reminder of the freedom we can all be thankful for.” In fun, John adds, “It’s also a good reminder not to have a table that takes six weightlifters to move!”



Mark Doyle sums up the year, “National is very proud and honored to be re-associated with Kearney Moving & Storage after a 12 year hiatus. John and his company have always been synonymous with quality, integrity and loyalty. These are characteristics that are sometimes lost in today’s business environment, and that’s why National is committed to John’s success in his community. We are equally excited about working with John’s son J.P. as a second generation future owner. National is very happy to be back in town!”