



# Better Business Bureau®

(800) 600-1511 • [www.GoldenGateBBB.org](http://www.GoldenGateBBB.org)

Ms. Linda Bassous, Manager  
NorthStar Moving Corporation  
9324 Corbin Ave  
Northridge CA, 91324

Dear Ms. Bassous:

The Better Business Bureau serving Alameda, San Francisco, Contra Costa, Marin, Napa, Solano, Lake, Sonoma, Mendocino, Trinity, Humboldt and Del Norte Counties processed 10,892 complaints in 2000.

## **OUT OF ALL THOSE DISPUTES, YOUR COMPANY RECEIVED NONE.**

We offer our congratulations to you for accomplishing a year of outstanding customer service. The BBB commends your complaint free status and realizes that this milestone deserves to be recognized. We are committed to businesses such as yours, and are happy to announce you've earned the BBB's "Honor Roll" decal. We encourage you to display it so your customers can see your achievement!

On-going independent surveys consistently reveal 3 out of 4 consumers prefer to do business with a Better Business Bureau member company. Imagine your potential customer's confidence in doing business with a complaint free BBB member! Be sure to let your customers know!

Congratulations on your success!

Sincerely,

D. Patrick Wallace  
President

Serving the Northern California Counties of:

Alameda, San Francisco, Contra Costa, Marin, Napa, Solano, Lake, Sonoma, Mendocino, Trinity, Humboldt, and Del Norte

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