



# Better Business Bureau®

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

## 2005 BBB Honor Roll

NorhtStar Moving Corporation  
Mr. Ram Katalan  
41099 Boyce Road  
Fremont, CA 94538

Dear Mr. Katalan,

Last year was a very busy year for your bureau. The Golden Gate Better Business Bureau serving Alameda, Contra Costa, San Francisco, San Mateo, Sonoma, Solano, Marin, Napa, Humboldt, Mendocino, Lake, Del Norte and Trinity Counties processed a record 15,616 complaints in 2005.

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

We offer our congratulations to you for accomplishing a year of outstanding customer service. The Better Business Bureau 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" award.

We encourage you to display your honor roll certificate and decal in your primary business location so your customers can see your achievement!

On-going independent surveys confirm that third party assurance is the single most important action a company can take to increase customer trust. The BBB is the most widely recognized of all business organizations and 3 out of 4 consumers when given the choice 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,

Gene O'Neil  
President

Serving the Northern California Counties of:

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

510 Sixteenth Street, Suite 550 • Oakland, CA 94612-1584