

February 2, 2007

Dear NorthStar,

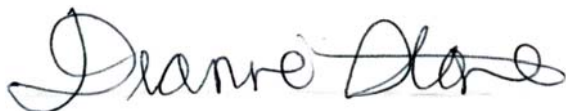
We're off to a great start on a beautiful relationship!! Gadi Avigzer estimated my job, and Nick and his crew moved me out of my house and into your storage facility a few days ago. I've been by your warehouse two times now, and all your employees have been just wonderful!

I was kind of nervous about moving all my stuff into storage, but Gadi was so understanding and really helped me to feel comfortable with it all. I felt like the whole NorthStar team took extra special care of me.

I really appreciate the personal time and attention. I think that's what most people want when they move or put their valued and personal possessions into storage. NorthStar—you get high marks on all counts!!

I look forward to having a relationship with NorthStar as my mover—for life!!

All the best,

A handwritten signature in cursive script that reads "Dianne Stone". The signature is fluid and elegant, with a large initial "D" and a long, sweeping tail.

Dianne Stone