

Life.Action.Community.



July 7, 2009

Mr. Ram Katalan  
President  
NorthStar Moving Corporation  
9 120 Mason Avenue  
Chatsworth, CA 91311

Dear Mr. Katalan:

I would like to take this opportunity to commend the employees of NorthStar Moving Corp. for making Action's move to Century Centre in Irvine a most pleasant experience. As you are undoubtedly aware moves of a corporate nature involve hundreds upon hundreds of actionable items being executed properly. At every level and capacity NorthStars' employees worked hand in hand with Action's. Your people were Personable, caring, responsive, and solutions oriented. They mirrored what I like to see of Action's employees.

If you don't mind, I'd like to name names. Nick and his crew did yeoman's work for us throughout the move from start to finish. Ilan Dahan was instrumental in coordinating and orienting Action's employees.

We aren't often thanked for a job well done; I want to thank you and all of NorthStar Moving for providing excellence in service to Action Property Management.

Best Regards,

A handwritten signature in black ink, appearing to read "R. Diemer". The signature is fluid and cursive, with a large loop at the end.

Robert A. Diemer  
Chief Executive Officer