



**From:** Gadi Royz [mailto:gadir@google.com]  
**Sent:** Friday, December 10, 2010 8:45 AM  
**To:** Ilan Rebibo || A. Univers Transit Ltd.  
**Cc:** Moriah Royz  
**Subject:** Thank You Letter

Hi Ilan,

I would like to take this opportunity in order to thank you and your esteemed team from "A Univers Transit" for the superb service I received while relocating with my family from Israel to the US.

Throughout the moving process you and your team were very responsive and caring for my family's personal needs and special requirements, even if sometimes they required a great effort from your side, you fulfilled our requirements as if it was your own private shipment.

Moreover, the service was very professional in all levels: starting from the movers and the way they packed our items, efficiently and professionally, continue with the office services that were very quick and ends with your personal response around the clock to any of our questions and requests at any stage of the process.

During our moving process we had a couple of un-expected issues "falling on us" that required special agile rearrangements from your side and could affect your operational process, in all cases what we have asked for was immediately taken care of and in the best way that fit us.

This great service allowed us to feel very calm and safe in any matter concerning the moving process and therefore allowed us to concentrate in other relocation issues.

T H A N K   Y O U

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