

Sholom and Elaine  
Strajcher

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10 Iyar, 5775  
29 April, 2015

Amnon Kertes  
**A.Univers Transit Ltd.**  
Hadarim St, 77613 Ashdod, Israel

Dear Amnon:

Please allow us to apologize for this delayed but most important letter of appreciation to A. Univers Transit Ltd. as represented by you and your incredible team of conscientious workers. The delay of this communication in no way reflects a lack of gratitude for what was truly a wonderful, professional delivery of our household and personal belongings with a smile. I am sure you guessed the we've just been a little bit busy, especially Elaine, with a **40 foot** container filled to overflowing, that arrived at 2 Aharon Brand Street which was off-loaded with just a "few items" to Jerusalem, Israel from Melbourne, Australia.

Just as we noted in regard to the letter to [REDACTED], the shipping company in Melbourne, Elaine and I have been singing your praises, as well, to any and all we can when we are asked the question, unrelated to whether they knew who the shippers were, "Okay how did the off-loading of the container go that brought your furniture and boxes to your apartment in Jerusalem; a nightmare huh?" All have been shocked at our response, "In actuality, NOT! We have moved 8 times in our married life- across neighbourhoods, States, country and now twice overseas, and this by far has been the best of all the shipping experiences of our household and personal belongings." Amnon; our friends, family and acquaintances all told us nightmare stories about what to expect in Israel. What can I say, not one of those frightening stories took place. It truly was a "m'chayah", a delight to work with you.

There is an expression down under in Australia which is "Ticking all the boxes." Well, you Amnon, your team of workers, and therefore A. Univers Transit, literally and figuratively ticked all the boxes, including: efficient, courteous, professional, communicative, timely, honest, respectful to us and our possessions, caring, sensitive, and going the extra mile to make what is usually one of the most stressful situations in life as liveable as possible. You kept us informed and you kept your word on all your representations. Your patience with us as new olim at our face to face meeting in Ashdod, on the phone numerous times, and via email in explaining the port fees, the customs process and fees, and what to expect upon delivery were exemplary and incredible. You helped us relax, calmed our nerves while being clear, and to the point; you and educated us about the whole process. What a pleasure. While some might consider the following statement miraculous, I would say that it is at least deserving of a full page in "Ripley's Believe it or Not." It is truly amazing that out of the 40 foot container only 2 small items were damaged- a small wheel on my lectern fell off and a wheel on our freezer got bent.

A Univers Transit Ltd as represented by you Amnon and your team of movers, including the outdoor lift operator and his company; who get all the items up to level 5, were the perfect shidduch to [REDACTED] of Melbourne, Australia. You and they were both terrific. While their job in Melbourne was in many ways more complex and time consuming, they also ticked all the boxes mentioned above, including the ongoing communication between your two companies. You went above and beyond by keeping us informed of the port delivery being on time as promised, even with a looming, impending wildcat Ashdod port strike. You managed to get the container out the evening before, storing it overnight to assure a Thursday delivery and not one on Friday, erev Shabbat. Without blinking an eye, we have recommended you and your team at A. Univers to [REDACTED] as the company of choice whenever the need in Israel arises. You were fantastic! How do you say it in Hebrew? "Maxim!"- "You and [REDACTED] are the best, over the top!"



Amnon, while this will probably be our last move, so our relationship will not see another hectic removal scene, but know that your pleasant demeanour, patience with us, your tolerance of my sense of humour, and integrity made a lasting positive impression upon us. As we say, you are a real *mentsch*. We truly consider you a new Israeli friend. You will have our recommendation to any and all who inquire of us as to who to use for their moving needs. May the HaShem bless you and yours, and the whole A Univers team, with good health, happiness and success. Thank you! Please share this with your co-workers and with the team who delivered the shipment.

Sincerely yours,

A handwritten signature in cursive script that reads "Sholom and Elaine".

Sholom and Elaine Strajcher

