

Hi Ron,
As promised, attached is the letter.
Hope you like it.
Thanks again for everything.
Take care,
Claudia

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May 21, 2007
Altavilla Irpina, Italy

Dear Ron:

I wanted to thank you, Itamar and all the members of your team at FID International for helping make our move to Italy a positive experience. As you know, I was very apprehensive about shipping a container of household goods, furniture and our car overseas because I have heard so many "horror" stories. Thankfully after having recently received my container, I will not count myself among those that have a negative story to share.

Your customer service was wonderful. Here are just a few reasons why I would highly recommend using FID International to family and friends:

- Our plans didn't solidify for a few months but you kept in touch with us and when we were ready to discuss our plans you were straightforward and offered us the best solutions and gave us a fair price.
- You treated us like family. You were always available for advice- our move was not an easy one. I faced the move alone with two small children while my husband was in Italy getting things ready on the other side.
- Itamar went out of his way to drive me home when I had already dropped off my car at your facility to be shipped. The day I was flying out Itamar met me in person to give me some important documents I needed for the move.
- When I thought the Italian consulate had lost all the important papers needed to retrieve our car, you were there to provide advice on how to handle the situation.
- You put us in touch with a very professional company that helped us navigate the customs waters on the other side as well as to transport the container to our home swiftly. The container arrived earlier than anticipated. Everything in the end went off smoothly thankfully.

One again, thank you for all of your hard work and help during this important transition in our lives.

Hopefully we won't be packing our bags for a while but if we ever have shipping needs in the future we will definitely call on you.

Best,

Claudia Lepore and Franco Romano