



American Moving & Storage Association

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www.promover.org

September 4, 2009

To Whom it May Concern:

AMSA does not provide recommendations or endorsements of any of our members over that of another. We do sponsor the ProMoverSM program, which is a voluntary self-policing program for AMSA members designed to promote ethical principles and practices in the moving and storage industry. Member movers who participate in this program pledge to conduct their operations in a manner that encourages high professional standards and quality service. EZ Movers, Inc. has been an AMSA member since August 2001 and is a participant in good standing in our ProMover Program.

This program includes a quality of service Code of Conduct that movers must agree to provide for their customers. AMSA ProMovers must agree to provide pre-move consumer protection information, an explanation of the liability and valuation that the mover is providing, written estimates of cost, and agree to abide by the 110% rule for collecting charges on non-binding estimates. In addition, ProMovers are required to prepare inventories on each interstate shipment, to make reasonable efforts to fulfill shipment dates, to respond promptly to loss, damage and delay claims, and to resolve loss or damage claim disputes under the AMSA Dispute Settlement Program.

Sincerely,

A handwritten signature in black ink that reads "Linda Bauer". The signature is written in a cursive, flowing style.

President & CEO