



NATIONAL FORWARDING COMPANY, INC.

2800 ROOSEVELT ROAD – BROADVIEW, ILLINOIS 60155

Telephones: (708) 345-0550 1-800-323-9125

Fax: (708) 345-9112

DATE: March 5th, 2008

TO: Agents for National Van Lines, National Forwarding, Affiliates and/or Subsidiaries

FROM: Tim Helenthal, VP, Agency Services

SUBJECT: **Background Checks**

We want to reiterate the importance of having background checks completed on your employees. It is necessary for us to take proper steps to ensure that the crews we are sending into our customers' homes are safe and trustworthy. I just can't overstate how critical it is to take every legal option you have to protect your business and customers.

You may already have a company that provides background checks for you. However, if you don't, we have developed a relationship with an on-line company that can provide quick, inexpensive checks for you.

To take advantage of the special rates:

1. Go to www.background-checks-systems.com
2. Click "Get Started"
3. Click on "Sign up for Business Use" on the resulting page
4. Input your information to set up an account. In the "PROMOTION CODE" box at the bottom, type in "NatVan" (which is case sensitive).

Please remember that it is important to ensure that you are complying with all state and federal employee laws. If you are unsure about what you can or can not do, please consult legal counsel for advice.

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DATE: March 5, 2008
TO: All Agents of National Forwarding Co. & All Affiliates
FROM: Kevin Spealman, Vice President, Claims & Customer Service
SUBJECT: **Securing Valuables before the Movers Arrive**

We have recently been advised of two more incidents involving missing jewelry claimed from an area of the house where the packers were “not supposed to go.” We therefore need to reiterate that before a packing crew or loading crew arrives at the house, the customer should be instructed to set aside any high value or high risk items (jewelry and firearms particularly) that he wishes to take with him by locking them up somewhere, either in the house where there is no possibility of access by crew members, or to simply lock them in the trunk of his car.

If the items are locked away in an area that the packers or loaders could not have possibly had access, it will protect everyone concerned from a very serious situation.

This goes hand in hand with our requirement to have any person who goes out to the customer’s house background checked, even including part time or casual labor. An incident of stolen jewelry or firearms can result in Carrier Review Boards or agent disqualification, and you would be in a much better position if you have a 100% no exceptions policy to background checks. Finally, these background checks are part of our agency agreement, which you have signed.

Background checks can be done quickly and easily by using resources such as www.background-checks-systems.com

Thank you for your assistance in this matter.

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Date: March 5, 2008
To: All Agents of National Forwarding Co. & all Affiliates
From: Kevin Spealman, Vice President, Claims & Customer Service
Subject: **New High Value/High Risk Inventories**

By now everyone should be using the new government approved high value/high risk inventory. These offer protection that is clearly defined in the regulations. These protections are for items deemed high value only, and are not present if you use the old forms.

Please again keep in mind that the government differentiates between high value and high risk items. The limitations of carrier liability for items not listed on the form and valued over \$100 per pound, and for loss or damage not noted at delivery, only apply to high value items - not high risk. High Risk items, like cd's and dvd's, should also be on the form however, and carton seals used, since that has proven a very effective claims prevention tool.

Also, it is very important for the customer to initial each item at delivery, after each item is fully unpacked and verified as being delivered in good condition by the customer. **Unpacking is mandatory for all high value and high risk items.** A delivering agent not complying with the high value/high risk procedures, to include initialing each item after doing a full unpack, may be held fully liable for any loss.

Feel free to contact our office with any questions at 800-325-6889.

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