



NATIONAL FORWARDING COMPANY, INC.

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DATE: March 2, 2009

TO: All Military Agents of National Van Lines, Inc., National Forwarding Co., Inc.,
Subsidiaries and Affiliates

FROM: Patrick C. Johnson, President

SUBJECT: **DP3 Rollout**

We received information on Friday that the following installations will begin offering shipments in DPS beginning today:

MCB Camp Pendleton, CA
MCAGCC 29 Palms, CA
MCAS Yuma, AZ
USCG Ketchikan, AK

It is expected that other installations will come on line on a gradual basis. The timing will be at the discretion of the Military Services based upon input from their PPSOs.

Please be advised that you do not need to make any specific preparations in preparation for handling DP3 shipments. The origin services you provide will be identical, except that the shipments will be tendered to you by us instead of the military installation.

I want to again emphasize the importance of your Customer Satisfaction Scores. Please review the reports that we send to you on a regular basis and take immediate action to improve your scores where warranted. Remember, our Customer Satisfaction Scores have nationwide application. Although we intend to do business with those agents who have supported our military program in the past, we will not allow any preexisting relationship, no matter how longstanding, to override our need for high Customer Satisfaction Scores.

With the above said, I want to commend our agent family for the high Customer Satisfaction Scores that we have received. We are confident that, with your continued support and efforts at continuous improvement, we will continue our record of success in the DoD Personal Property Program. Please contact me if you have any questions.

PCJ/lg