



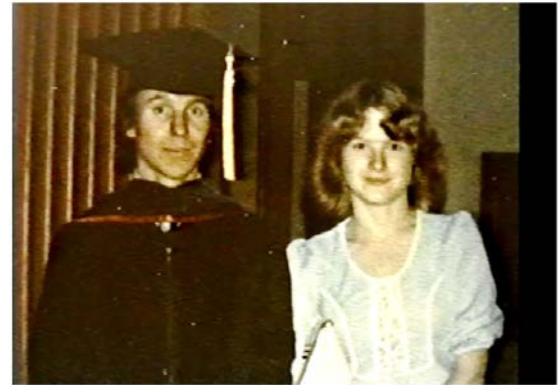
MOVING FORWARD

Farewell Pat Johnson!

Hearts are heavy at National Forwarding Co., Inc., with the announcement that president Pat Johnson is retiring after 40 years with the company. When asked what prompted his decision to hang up his tie, he said, "Old age! I don't think I can do justice to the job any longer."

"Pat has been the driving force behind NFC," said Kevin Spealman, vice president of Claims & Customer service who has been with the company for 32 of those years. "When I started, we had 6 to 8 employees. He's grown NFC from basically nothing into one of the industry's highest volume participants in DOD household goods moving."

Susan Staszewski, who has 29 years with Pat and is executive vice president of the International Division, said, "Pat always positioned NFC to be at the forefront of all new DOD initiatives. We have successfully participated in Reengineering, The Full Service Moving Project, DP3 and every pilot program over the years. The growth of NFC through the years is due to Pat's dedication to the ever-changing needs of the military."



Pat graduates law school with Barbara at his side, 1980.

After being honorably discharged from the US Marine Corps in 1972, Pat worked through college and law school. In 1978, he was hired as NFC's third full-time employee and two weeks later, the company hired its fourth employee, young and fresh-faced Barbara Kennedy.



Pat becomes GM of NFC in 1980, after starting out as a claims adjuster

The year 1980 was good to Pat, who finished law school at night while working full time and passed the Illinois Bar Exam. He was set to pursue a law career when NFC asked him to lead the company following the previous general manager's departure. That same year he married Barbara and they went on to have four children and one grandchild.



The Johnson Family in Ireland

Continued from page 1

When asked why he stayed at NFC rather than becoming an attorney, Pat simply stated, "Loyalty."

"The McKee family took a chance on me and made me the GM of NFC when I had very little experience," he said. "I was young and was used to staying up late and sleeping in. My first week at NFC, I was late. Every. Single. Day. I'm not talking 5-10 minutes late.... I'm talking *hours* late. Most employers would have fired me on the spot the first day, but they saw potential in me. I'm a loyal person and this company was loyal to me, so there was no way I would walk away from it."

Loyalty - it's the central theme around Pat, who has remained loyal to National for four decades and whose employees have remained loyal to him. His senior management team boasts an average of 30 years with him.



Pat receives the F.L. McKee Senior Award from Ron McKee & Maureen (McKee) Beal in 2017

Eileen Sherman, Executive VP of Operations, has been with him for all but two of his years and was his first hire.

"I hit it out of the park on my first try," he says.

Her response?

"Pat has always been a very caring person," Sherman said. "He takes the extra time to help if there is any problem in the office or in your personal life. There have been many lives he has affected with his kind gestures."

These kind gestures not only extend to his employees, but NFC agents and customers, too. He has instilled a culture which promotes a high work ethic, concern for the customer, coworkers, agents and haulers.



Pat receives the Illinois Movers' and Warehousemen's Association 2016 Orin C. Hutchcraft Quality Service Award

"We've always tried to do business with people as if they were our friends and we were simply trying to help them succeed," Pat said. "I think that is the secret to our success. No phone tree, real people answering the phone and solving problems. Paying quickly, accurately and fairly, we never try to take unfair advantage of anyone."

"Pat's impact on National can't be overstated," said Tim Helenthal, president & COO of National. "Under his leadership, NFC has not only significantly grown and prospered but has become the most respected name in military moving by always trying to do the right thing for its customers, agents, and employees. He will be sorely missed, not just by us, but by the entire industry."

While we are sad to see you go, we wish you the best in retirement. And if you're bored around May, maybe we can get you an interview as summer help -- no resume required!

Our Thoughts about Pat

I feel incredibly fortunate to have met Pat nearly 12 years ago. At the time, I had recently graduated from college and took a chance by deciding to move back home to pursue a job in the Chicago market. Pat was who I interviewed with and I will never forget the genuine level of interest Pat took in me and my career. Pat is a pioneer in our industry who I will always remember for the level of fairness in which he treated his employees and business partners.

-Michael Wilson, Director DoD Programs

Pat has always exemplified excellence. He has shown us that the secret to success lies in simple things like hard work, perseverance, caring for others and loving what you do. Ordinary employees become extraordinary when they are led by him.

-Angela Beusse, Director, Administrative Services

Pat Johnson is one of the most compassionate managers I have had the opportunity to work for. When a co-worker fell ill at an out of town convention, he didn't leave his employees bedside. Pat dropped everything he had to do and took time to provide care and compassion to the sick employee.

-Natasha Yalovay, Manager, NFC Operations



Pat was gifted Rex by the employees for his 60th birthday. He serves as NFC's unofficial mascot!



A huge Chicago Cubs fan all his life, Pat watches the game with his employees.

I've never worked for a company where the president made you feel like you were family, and not just another employee. He has an open-door policy, you can talk to him at any time, and he means it. He will truly be missed.

-Deanna Munizza, Manager, Preapprovals & Authorizations

I wish Pat good health so that he can enjoy his retirement. I also hope that he will learn to relax knowing that he has accomplished so much in his 40 years at National and that he has laid a solid foundation for NFC to continue for many years.

-Patty Farmer, DP3 Billing Coordinator

Pat has made many friends throughout his career at National Forwarding and will be greatly missed. He has been a mentor and confidant to many and has led the company with integrity, professionalism and leadership. I will miss his quick step, cheery attitude and enthusiasm he brought to the office. Congratulations on your well-deserved retirement!

-Cheryl Garamoni, Vice President, Agency Services



Pat, Barb & granddaughter Miriam



Pat with Cheryl Garamoni & Eileen Sherman



Cutting his retirement cake!



Pat with Tim Helenthal & Maureen Beal

Good Luck on Your Retirement Pat!



COMPANY NEWS

HAPPY ANNIVERSARY

December 2	Kati Howard	Claims Assistant	4 years
December 3	Tavia Westbrook	Move Manager	3 years
December 11	Heather Curran	Claims Assistant	6 years
December 14	Laura Rapciak	Hauler Accounts	24 years

NEW YEAR HOLIDAY HOURS

What a growth you achieved, you deserve every bit of it. May you do good again in 2019. Happy New Year!

Saturday, December 29 8 am – 12

Monday, December 31 8 am – 12

As always in an after-hours emergency please call 888-993-6683.

NATIONAL VAN LINES INTERNATIONAL DIVISION

Participating in the international market is a great way to diversify your business. Visit our website at www.nvlinternational.com where you can gain a wealth of information including:

- Free customer quotes
- Agent quote requests
- Shipment tracking
- Invoice payment

