

Rose Cottage
Gentle's Farm
Queen Street
Tintinhull
Yeovil
BA22 8PQ
ENGLAND

January 15th 2001

Dear Mr. Ramachandran,

I would like to thank you very much for your assistance and expertise in handling our two requests for your company's services, in such an efficient manner.

Firstly, in October you were asked to pack and store personal belongings and furniture from our house in Koramangala. The efforts of your son and your company's employees can only be described as truly professional with an eye for detail and attention that puts you on a World-Class footing. The men involved handled everything as if it were their own, were meticulous, and obviously skilled and experienced, and equally as important, they understood and thought about what they were doing. Nothing was too much trouble and they were courteous and polite at all times. Your son was thorough, businesslike whilst personable, and his co-ordination brought the operation to it's successful conclusion. I only wish that I had them all here in England to help me reverse the process!

Secondly, I would like to express my gratitude to you for looking after the slightly more involved task of arranging the shipment of our Dog in December. I understand from my husband that it was quite complicated, but nonetheless, you seem to have applied the same level of diligent understanding and fastidiousness to this project. I am pleased to say that the Dog arrived at Heathrow without incident and in good condition, disturbed only by the journey and not the packaging or official paperwork!

May I also commend you for your treatment of all employees and the opportunities you have given the deaf amongst them to be considered as equals. I personally had no idea until the 2nd day that they had hearing difficulties, and was merely surprised that they worked in such a quiet manner!!

Finally, Mr. Ramachandran, I would like to thank you for your personal involvement, before, during and after both events, and I have no hesitation in giving Global Packers the highest recommendation to all it's future customers.

Yours sincerely,



Stacey A. Payne