

**From:** Ajo Joseph [<mailto:ajo.joseph@mercuriopallia.com>]  
**Sent:** Tuesday, March 03, 2015 11:24 AM  
**To:** Shifting Assistant  
**Cc:** Mukesh Agarwal; Cochin ApmI  
**Subject:** Re: feedback for ur consignment no. COH001446

Hi,

I just wanted to express my compliment and a BIG THANKS to your staff and to the excellent service I have received for my consignment movement.

I would like to thank Mr. Mukesh Agarwal (ExecutiveDirector), Mr.Pradeep John, Mr. Navin (cochin office).

Regarding the Tracking Ms Manu Shree from Delhi explained me the details including the carrier no. and she assured that I would be getting a status call on a regular frequency. She has an excellent customer service attitude and communication skills.

I want to say thanks to the loading team also and I have received all goods without any damage.

No doubt, your staff is very professional and customer centric.

Thank You once again for getting my consignment delivered before time and in a good condition.

**Ajo Joseph Peter**