

23<sup>rd</sup> April, 2014

Mr. Rinku Garg,  
M/s Agarwal Packers & Couriers Pvt Ltd  
S G Road  
Ahmedabad

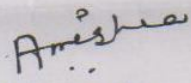
Dear Shri Garg,

**Subject: My appreciation for your exemplary customer service**

I have great pleasure in recording my appreciation for the meritorious services provided by you from the side of M/s Agarwal Packers and Couriers Pvt. Ltd, Ahmedabad. I have had the occasion of availing your services twice, once when I was shifting my household kits from Bhavnagar to Gandhinagar in April 2009 and subsequently in April 2011 when I was shifting my household kits from Gandhinagar to Mumbai. On both these occasion, I was impressed by your courtesy and promptness of service, adherence to time schedules and counseling of your people over phone to render best possible services to me. Impressed by your exemplary services and sensitivity towards customer needs, I have recommended Agarwal Packers & Movers to several SBI officers on their transfer.

I am thankful to you for your extreme concern for the customer and wish you all the very best in life.

Yours sincerely,

  
(AJAY MISHRA)  
SENIOR VICE PRESIDENT