

From: <srinivasvan***@unionbankofindia.com>

Date: Wed, Jul 30, 2014 at 5:10 PM

Subject: Ms.Shilpa Goyal

To: swm.mumbai@agarwalpackers.com

Cc: srinivasvan***@rediffmail.com

Dear Sir,

I have transported my household articles through Agarwal Packers and Movers from Hyderabad to Mumbai on 22/07/2014 as my services were transferred to Mumbai.

After my reaching Mumbai, I have taken up the matter with your office and Ms.Shilpa Goyal (Mobile No.74 *** 4321) was very patiently attending to my requests for sending the articles to my new residence at Mumbai.

She has been very patient towards my requests and has been very very courteous and prompt in providing solution to my requests. As per my request, the transportation of articles to my new house has been arranged in such a way that the articles reached my house early in the morning and it helped me to attend to my normal office works and meetings well in time, without applying for any leave to take possession of the articles.

Personnel of the nature of Ms.Shilpa definitely boost the reputation of your organization and I request you to kindly place a note of appreciation for the good work done by her.

I once again convey my thanks to Ms.Shilpa for the splendid work done by her in respect of my requests and wish her all the best.

With Regards,

Srinivas Vangala

Asst.General Manager

Union Bank of India

Fraud Risk Management Department

The Arcade, Tower-4, East Wing

2nd Floor, World Trade Centre,

Cuffe Parade, Colaba, Mumbai-400005