



Hi Mike

I remember when we officially started with Hansen's as our Trucker for all Volvo cars. We met at your Offices in Toronto and reviewed the expectations, etc., etc. One thing I mentioned to you and your team was that I really expected to get answers to my emails in a timely fashion (even if it was just to say "I'll get back to you...."). As well, we wanted to have on time deliveries and quick dealing with Transit Damage claims, etc.

**Well, it's past time for me to say a GREAT BIG THANK YOU for not only meeting my expectations, but exceeding them.**

**In all my 45 years with Volvo Cars, I have never dealt with a Company that topped your SERVICE and my EXPECTATIONS.**

You personnel are always a pleasure to deal with and the service they provide is exceptional. I'm sure this is reflective in how you run your Company. I want your staff to know that this is really very much appreciated by me and the Volvo Team in Canada.

You have set a very high standard and one that many companies could use as a Benchmark in running their businesses.

**Again, a BIG THANK YOU for a "Job Well Done' !! Keep up the good work.**

With My Very Best Regards, Ron.

**Ron Fralick**, Port Halifax Logistics & Transport Claims