

September 10, 2013

Dave Witzerman
Wheaton World Wide Moving
Corporate Headquarters
8010 Castleton Road
Indianapolis, IN 46250

Hi Dave,

It is so seldom today that we receive exceptional customer service that when we do I think it is important to acknowledge it.

I recently utilized Eureka Van and Storage to move myself and my sister from Northern Virginia to Charlotte, NC. My experience with your team was exceptional from the first discussion to when the final boxes were moved in.

Megan Sikora came to my place to evaluate our belongings for the move and did a wonderful job walking me through the process, providing the quote and setting my expectations. She kept in touch with me throughout the entire process and answered all my questions promptly.

All the material she provided really helped me do all the research I needed to do before we chose Eureka and all the steps I needed to take during and after the move.

My driver, T.J. (I am sorry that I don't have his last name but know he is the owner's son.) far exceeded my expectations. He was very respectful, helpful, flexible and above all was extremely professional. My sister had a sleep number bed that she was very concerned about and T. J. knew everything about the bed and was fabulous in take down and put up of everything!! He and his team worked diligently to both load and unload our belongings and above all secured and wrapped everything to the tee. He had all the appropriate paperwork ready and followed all the processes necessary.

I would recommend anyone moving to use your organization. After doing my initial research and hearing many terrible moving stories from friends I am so happy to say that I had an amazing moving experience and above all it was truly a flawless move from beginning to end and it was because of your staff.

Please know how valuable your employees are and the impact they make on your customers.

Thank you,

Melissa Fundanish