



Service Provider Overview

introducing

Armstrong Moving & Storage Ltd.

***ARMSTRONG MOVING &
STORAGE LTD.***

630 Secretariat Court

Mississauga, Ontario

L5S 2A5

CANADA

905-670-4400

www.armmove.com

**Armstrong
moving**



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Company Perspective

Armstrong Moving & Storage is one of Canada's largest residential movers, specializing in local, long distance and overseas moves. We specialize exclusively in household goods relocations.

Armstrong Moving & Storage is a member of United Van Lines, Canada's major van line, and is rated number one in both volume and quality on a consistent basis.

At Armstrong Moving & Storage, we realize that continuous improvement is the key to success. Innovations in employee development, training, systems technology and quality control management have earned Armstrong Moving & Storage a solid reputation for absolute customer satisfaction.

We like to call it going the distance....and then some.



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Annual Volume

The moving industry is highly competitive. No corporation or individual wants to compromise itself with a mover that is unable to meet its relocation requirements, so carrier volume is an area of prime concern. Our high volume capability allows your move to receive the same standards of quality that have made us the number one sales producer for United Van Lines (Canada) Ltd. for over 18 years consecutively.



3,200 moves within Canada registered with United Van Lines (Canada) Ltd. per year.



2,500 moves cross-border to and from the United States registered with United Van Lines, Inc. per year.



1,800 overseas moves registered with FIDI system per year.



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Driver Qualifications

To be considered for employment at Armstrong Moving & Storage, applicants must be at least 25 years old and have a minimum of 3 years of experience with household goods.

Once hired, our road employees must successfully complete the United Van Lines packing and loading course, participate in at least one training seminar per quarter. On average, our drivers have nine years of experience, and are 39 years of age.

Recent performance evaluations by United Van Lines (Canada) Ltd. indicate that Armstrong Moving & Storage drivers achieved 17.6% fewer claims than the Canadian van line average.



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Prime Hauling Lanes

The Armstrong Moving & Storage hauling fleet is spanned across Canada.

Within Canada, Armstrong Moving & Storage has been the single top United booker and hauler of residential moves for the past 20 years.



To and from the United States, Armstrong has been the top United booker and hauler of residential moves for the past 16 years.





United Van Lines Interactive

As a Customer of Armstrong Moving & Storage Ltd., your move will be monitored by our state of the art computer tracking system.

Some of the system features include the following:

- Ability to track shipment
- View all move related information
- View post-move shipper survey

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Recent Quality Service Awards

Armstrong Moving & Storage has achieved many service awards and has recently been honored with the following service achievements.



Service Award in recognition of
“Outstanding Quality Service”.



Awarded “Perfect Move Award” for
having a driver in the top 10 of 700 fleet
drivers.



In recognition of “Lowest Claims
Frequency”, 250-500 moves per year
category



Over 92% complete customer
satisfaction ranking



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Points of Contact

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Armstrong

international movers



International Relocations

Successfully coordinating overseas moves takes a reliable international network of professionals.

Complete door-to-door service can only be guaranteed if the destination moving company provides the same level of service as the one engaged at the point of origin. Armstrong Moving & Storage's sister company, Armstrong International Movers, has invested heavily in ensuring that the right people are available to do the right job....anywhere in the world!

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MEMBER OF



FIDI

GLOBAL ALLIANCE



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Summary

- We are the largest booker of residential relocations with United Van lines (Canada) Ltd. This means that we are also United's largest customer giving us the clout to demand that the top packers and haulers be assigned to our shipments consistently.
- Our high volume enables us to price very effectively to you our "Preferred Customer".
- Specializing exclusively in residential relocations means that all of our staff are extremely focused.
- United Van Lines is the largest van line in Canada with close to 40% market share. This high volume enables us to handle shipments with greater flexibility to meet your scheduling needs.
- We have high volume and award winning service levels for cross-border Canada-U.S. and local moves. Customs and automobile shipping requirements are handled by our trained staff for your peace of mind.
- Our move management system is in place to monitor all aspects of each relocation. This gives you a single-source contact for all your relocation needs.



END OF
PRESENTATION