

-----Original Message-----

From: Lawson, Guy M [mailto:██████████@state.gov]

Sent: Wednesday, June 22, 2016 8:58 PM

To: Ruth Laredo; Ilan Rebibo || A. Univers Transit Ltd.; Orna Lichtnair; Avi Ayash || A. Univers Transit Ltd; Anna Kaiser

Cc: JerusalemShipping; Gilad, Geula;

Subject: Re: UAB and POV packout on June 22

Hi Ruth and the rest at Univers.

I wanted to send a note thanking you and your company for the excellent service you provided throughout our pack-out. The teams and individuals you sent here at every stage were really outstanding, from the scheduling and pre-packout survey, to the folks that came to pack and move our HHE, UAB, and POV. When I compare the level of service to any of the other 8 packout we've done over the years, I can't think of another company that comes close to yours. The professionalism and focus on customer service of every person we have encountered from your company has just been remarkable.

We really appreciate this, and we just wanted you to know.

Thank you.

Best Regards

Guy