

2/2 Wolf Street
Petach Tikva, 49641
Israel
September 4, 2007

Owners and/or Managers,
Dolphin Express, Inc.

Dear Sir / Madam

Re: #6938

This is to express our sincerest thanks and appreciation to all the people in the Dolphin Express Co. who were involved in the transshipment of our belongings from our former home in New Haven, CT. to our current home in Petach Tikva, Israel. We have nothing but praise for the way each group in each of the steps of the process acted courteously, professionally and effectively.

Obviously, we have not met all these people personally but those that we did interact with directly we would like to point out by name and recommend them to your attention.

While in the States our first contact was with "Eli" in your "Sales Department." Most likely, if not for his dedication, kindness, and persistent follow up with concerned phone calls and e-mails, we might not have ended up as your client. Similarly, in your accounting department, there was "Ana" who very patiently rewired statements repeatedly because of our inaptness in handling a new computer.

Once in Israel, our contact was "Samadar", a lady with a friendly and a cheerful voice. She very effectively guided us on how to fill out the "port release documents," and the documents required by the customs officials. She was very patient and encouraging. She followed up phone conversations with good humor and promptness.

Not to be overlooked, your packing and loading crew that came to Connecticut as well as the delivering and unpacking team in Petach Tikva. They both did effective and professional work. We were very pleased with all aspects of the transshipment.

Respectfully yours,

Ithamar and Miriam Pollak