

**From:** Elyn Benn [emaoffour@yahoo.com]  
**To:** Motty@DolphinExpress.com  
**Cc:**  
**Subject:** RE: Nefesh B Nefesh  
**Attachments:**

**Sent:** Tue 12/13/2005 9:06 AM

1285 Dickerson Road  
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Motty Mezuman

PO Box 277  
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DN Hof Hacarmel, Israel 30805

Dear Motti:

Thank you! We are finally settling in to our home in Jerusalem and every day I have a new reason to thank you. I am sorry it has taken so long. The fact that I was skeptical for a very long time, makes the discovery that you and Lidor are not only an honest, reliable, professional and competent company but people who keep their word that much more satisfying.

As you know we made Aliyah in July 2005. We shipped a 20 foot container. We had called you several months earlier but had not called you back. One night you called and asked for a chance to give us a bid. We told you quite frankly that ours was not a large order and we had already signed a contract with another company and were planning to put it in the mail the next day. You asked to please come over, and we told you that we were not interested in saving money and that our primary interest was the security of our shipment.

Motti you were charming and we liked you instantly, and your bid was \$1,000 less than the contract we had signed, but that's not what persuaded us. It was when you said "I have 27 people and their families dependent upon me for their jobs. I have been in this business over 25 years and if I can't deliver for customers and get their confidence, we will all be unemployed." We figured that our shipment was at least as important to you as it was to us. And that is how it began.

Working with you was an absolute pleasure at a time of great chaos. Within days you had hand delivered boxes, packing supplies and even tape. When we ran out you delivered more the same day. You also told me that there was no additional charge if your people packed **everything** and we should have listened! We packed books in clothing boxes, clothes not on hangers (what a gift that was! Wardrobe boxes with all our clothes sorted by season hanging in special boxes instantly ready for our closet in Israel) and they kept pointing to items and asking us if they were going. (More on that later.)

Every time we called (and there must have been dozens of calls) you answered promptly. We had your office number and even your cell numbers here and in Israel (remember when we called you on the family vacation in Tiveria.) What was most helpful to us was your willingness to accommodate our schedule. We asked for and got a schedule that packed our lift a week before we left and had it delivered to us (door to door!) two weeks after we arrived "home."

The day of the packing Lidor was incredible. They packed up everything in about four

hours (EXACTLY as you had estimated) and they were capable, considerate, courteous and very professional. They kept telling us we had extra room and to add more stuff. What was most impressive was that there were no "extras." The price you quoted us was the price we paid. I have heard several times that was not the case with other shippers.

The Shabbat after the lift was packed was a little forlorn. As I was setting the table Friday night I thought "well the table doesn't look so bad...with all our silverware still here" and then I gasped! The silver was of course supposed to be on the lift! I called your cell Motzei Shabbat in a total panic. ALL of our silverware, chalavi, basarei, Pesach and (as it turns out another mistake!) our mother's, was still in the house and we knew the lift was going out Monday morning packed to the brim. (When it arrived there was a carpet on the roof and appliances on the fork lift of the truck.)

Your response was worth it all. "Come down tomorrow" you said. "But Motti" we said "there isn't a box in the house, the lift is totally packed and sealed and its supposed to rain." Well there was nothing you could do about the rain but you promised me you'd take care of the silverware which is how we ended up driving to Garfield (a very short drive from Teaneck!) in a thunderstorm with heirloom silver boxes.

When we got to your office you took the silver from us, asked if we had anything else (we got umbrellas from the car) and took it away. You then showed us how far over our space we were and ushered us into your office and asked us to sign your book.

Motti, the moment after I handed over three generations of silver on trust without a receipt in a warehouse, was NOT the moment to ask us for a final recommendation. We wrote and signed something not really sure we'd ever see our silver again. That being said, three weeks later within a day of the earliest possible delivery date, our lift was unloaded in Jerusalem and our silver, every piece of it including Mom's stuff which was suppose to stay in Teaneck, was delivered. You had wrapped the silver and it was in perfect condition. (Actually you even wrapped our paintings which we took on the plane.)

One final thank you. As you know, we had a "dispute" over one of the appliances with the customs/tax people. There were several frantic phone calls between the dealer, you and us. If we had not won the dispute we were prepared to simply ship the appliance back rather than pay twice its cost in fees and tax. When we asked you if we could ship it back and what the cost would be, you told us there would be no charge and that you would take care of it. We assumed that was the end of the matter. Despite this we never once had to deal with the government officials or make a trip to a government office. You did it all. When the lift arrived, the appliance was on it.

There are two points here: Number one; once you picked up the lift in the States we had no further paperwork other than the port fees. The price you quoted us was the price we paid and we had no further expenses or efforts. (We had planned a day to go to Haifa!) Number 2; the issue of the appliance was not your fight. You were totally unaware of it in fact. But you went to bat for us, you tried to accommodate us, and even your winning is not what we appreciate: it's the efforts you made above and beyond on our behalf.

Motty you were right: you treated us and our belongings like your own. Add two more people who totally depended upon you and who think the world of you. Your service was A-1, but more important so is you! Thank you for everything.

David and Esther Benovitz