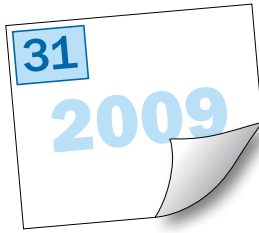


What A Forgettable Year 2009 Should Be... 2010 Just Can't Come Soon Enough.



2009 was without a doubt (I know it's not quite over) the most challenging and difficult 12 months that I have experienced as a CEO.

I was required to make more gut wrenching decisions and followed more uncharted strategies than I had in all the previous 30 years combined. Unprecedented economic realities and essentially no playbook to guide me or my executive team challenged us at every turn. While the steps we took were painful and troubling to so many, I know that they were all very carefully thought out and made for the right reasons.

Corporations downsized, cut costs and reduced scheduled relocations to unprecedented low levels. Our moving and relocation partners responded in kind by trimming their staffs, cutting hours and focusing on expense reductions. MSS was left with no options but to do the same. And we did just that. It was a terrible reality, but one that we took on with dedication, commitment and optimism.

Let's take a look at our company now that the response is complete and we're poised to take full advantage of the recovery we all await. MSS is debt free and financially stable. We are the largest service provider in our industry.

Our client retention rate is over 98% since 2007. We have added over 350 new clients in the same time period and we are pursuing new business with a renewed passion to serve.

MSS has the most extensive and professional subcontractor network in the country. We are keenly aware of the struggles they have endured this past 15 months and we are dedicated to their survival. Through diversification and expanded service offerings MSS is committed to filling our network's daily schedules with quality service assignments.

Our IT projects are on fast forward. Our training and people investments are not 'budget' driven but rather customer focused and more numerous than ever before.

MSS has been here for over 30 years serving a generation of professional movers and relocation companies. Our clients know MSS, have grown with MSS, and trust they can rely on us to support their efforts in providing superior service whenever the need arises.

- **Tim Hughes**
President / CEO

MSS I.T. Launches New Vehicles for Clients & Technicians

Customer Resource Center

The CRC initiative is a real first for MSS to best serve the on-demand nature of business in the 21st Century.

The CRC is a content rich web site providing information specific to each client's needs. Featuring Price Lists, Industry Updates, Training Materials and any additional content requested by our customers.

Order Entry Vehicles

Integrated IT systems raise efficiency and accuracy with real-time data sharing between systems reducing or eliminating double data entry. These productivity increases allow us to do "more with less".

Atlas Van Lines recently launched the results of its long term partnership with MSS. The **Direct Order Entry** system allows all agents using the Atlas.net Vanline Move Management System to place orders with MSS without any double data entry.

continued next page...



Company News

ISO 9001:2008 Certification

MSS's Quality Management System (QMS), initially ISO Certified in 2003, continues to be a valuable resource for our company. From order entry, customer requirements, metrics and corrective actions through to final invoicing, each step in the process is defined and measured to meet the continuous goal of improving quality performance.

Two great examples are MSS Subcontractor Service Bulletins and Customer Relocation Industry Advisories. These publications cover service tips, alerts, new service announcements and manufacturer recalls. A minimum of 24 per year had been established, and 2009 is above target with 35 communicated to date.



ISO
9001:2008 Certified

IMPORTANT NOTE TO ALL ISO CERTIFIED COMPANIES

ISO 9001-2000 Certification expires in November 2010. Should your company be ISO 9001-2000 Certified, be sure your plans include re-certification to this new standard. MSS anticipates compliance with our February 2010 scheduled audit.

In 2008, ISO had announced a revision to their 9001-2000 Certification. The new standard ISO 9001-2008 includes some language revision and clarification of terms that mostly apply to the Auditing firms. However, some revisions may apply to the ISO Certified organization, and it is their responsibility to affirm compliance.

MSS Surveys: Customer Feedback That Makes An Impact!

How are we doing?

This question is best answered by our customers! As part of our Customer Service Week celebration, MSS asked customers to fill out a survey to rate our performance on a variety of topics. We received over 843 responses which is a large increase compared to 2008 when we received 511 responses. This is the largest response we have ever received thanks to E-mail marketing and *it also helps to offer a chance at some nice prizes like the iPod Touch.*

Once the survey is closed, our managers and team leaders eagerly begin reviewing the results to identify areas where MSS can improve our Service Delivery. Each customer that has expressed concern is personally contacted so we may fully understand the issues and offer corrective actions that meet their needs.

The second phase of this process is to contact customers who told us they very happy with our service. Accounting, Customer Service and Sales Reps express their gratitude for the trust customers place in us and ask for continuous feedback to help MSS provide Service Excellence to the Relocation Industry.

We use mss exclusively/therefore we expect and receive! - S.S.

MSS delivers on their commitments and always goes above and beyond to serve! - J.C.

Love working w/you...used you guys for years & will continue to do so! S.G.

I can always get quotes and make orders immediately on the phone, very responsive team, and very professional. - A.W.

I feel the overall performance is very good. I think your company is consistently trying to improve services. - J.M.

I have been using MSS for over 3.5 years and have nothing but good things to say. Our team is great, very responsive and friendly. Great job! - C.P.

Overall Performance: Your Customer Service team members as well as your technicians are very reliable and consistent. It is much appreciated by me and my customers who require your services. :) Thank you! - A.D.

Employee News and Events

MSS Recognizes Exceptional Employee Performance

Mike Cordaro Wins MSS President's Award

The President's Award is MSS' most prestigious annual award for overall performance excellence and high impact contribution to the company's long-term success. Before establishing himself in the relocation field, Mike served as a detective on the New York City Police Force. After retiring from the police department, he began a career with Victory Van Lines and later joined our sales team in 2002. With prior knowledge of the industry, Mike immediately found his niche here at MSS. His hard work, dedication and ability to support his clients, as well as his coworkers, are unparalleled.



Trained to Protect and Serve our Clients!

In 1993, Mike was assigned to the elite security division of the Office of the Police Commissioner of the City of New York, Raymond Kelly. Mike was one of eight to serve on the commissioner's personal security team and Police Commissioner Kelly promoted Mike to Detective in just eight short months after he started on his team. It usually takes much longer to get promoted to Detective but Commissioner Kelly honored Mike for his professionalism and dedication to the Police Commissioner, the department and the people of the city of New York.



Uncle Joe Spirit Award – This year's Spirit award was presented to Maria Bunch, Vice President of Client Relations. In memory of Joseph Hughes, this award is periodically presented to the employee who best exemplifies MSS company values. The winner of this award must display particularly high character and commitment to improve the work environment and culture, boost employee morale and demonstrate pride in the company.

Safety Excellence Award – Robert Nester, Lead Technician

Local Technician of the Year – Erickson Fernandez, Commercial Crating Division

Rising Star Award

- Patrick Byrnes, Dispatch
- Phil Blockinger, Human Resources
- Adam Goyette, Marketing & Communications
- Danielle Krantz, Billing
- Erica Malachowski, Customer Service
- Mike Swartz, Information Technologies

Extra Mile Award

- Debbie Bowes, Claims
- Laura Orsino, Customer Service
- Jim Pettinato, Local Technicians
- Amanda Schaefer, Communications

Distinguished Accomplishment Award

- Cartus Team
- Commercial Crating Team
- Training Committee
- IT Department
- HR Planning Initiative led by Brian Jensen, Vice President of HR and Talent Acquisition

MSS Core Values

Doing Whatever It Takes:

MSS was founded on the notion of a one-stop-shop expert technician who can do whatever it takes to meet each transferee's specialty service requirements at residence. This simple idea quickly defined the MSS approach to every service engagement and emerged as the foundational principle on which the company was built. Today, Doing Whatever It Takes includes over 300 service offerings, leading edge innovation, and "Never say no!" rapid-response to our client's most pressing demands and unique, highly specialized service needs.

Pride, Commitment & Excellence:

The principles of Pride, Commitment and Excellence speak to MSS employee's spirited positive confidence (Pride), sincere, unflinching energy and effort (Commitment) and highest standards of great performance (Excellence) in every service interaction. That's why our talent building strategies and human resource programs aim high. We hire, retain and develop the best and the brightest. We demand and reward initiative and above-and-beyond service to customers. We provide best practice training through MSS University and we thrive on the Pride, Commitment and Excellence which has made MSS the leader of the third party industry for over thirty years.

Following The Golden Rule:

The Golden Rule is the MSS principle of integrity and respect for the dignity and character of all people. It is good business and the right thing to do. The Golden Rule speaks to the high place and incalculable value of strong, constantly cultivated, genuine relationships with our customers and Primary suppliers where integrity and loyalty rule over expediency in every business transaction. Our human resource philosophy also embraces honesty, candor, open communication and deep respect for employees and their families and is foremost focused on empowering people to succeed.

First, Best, Always:

The principle of First, Best, Always captures in three words the enduring character and unalterable legacy that defines MSS. We created the business model and continue to set the industry standard. MSS consistently offers new solutions First, at the leading edge of technology and service innovation. Our continuous improvement, talent building and quality initiatives make certain our position as the very Best in the business; and MSS will Always be the hands-down leader in size, service offerings, markets served, supplier network reach and every other business indicator of sustainable success—MSS is First, Best, Always.

ANNUAL MANAGER'S PICNIC

MSS celebrated our annual Manager's Picnic on Wednesday, September 16th with an assortment of BBQ food, cotton candy, popcorn and plenty of entertainment.

Employees enjoyed the service of their managers and played a variety of games. Games includes Bingo, Plinko, Down the Clown, a ring toss and a foul shot contest. Prizes included: Philadelphia Flyers tickets, Target gift cards and a new favorite, Restaurant.com gift cards.

MSS would like to congratulate this years winners and thank each and every employee for the hard work they provide every day.

Liz Honer and Kathy Perez, Sales Team



HALLOWEEN HAUNT AT MSS

Costume Contest: Brand new costume trophies were awarded for the Funniest, Scariest, and Best Group costumes.

Winners appear in photo left to right.

- Funniest: Josh Federoff in Dispatch as "Billy Mays".
- Scariest: Dawn Rogers in QA as a "Pirate".
- Best Group: Tammy Scampton, Lillian Kleckner, and Monique Boyer in Billing won as "Group Goth".

Of course, what is Halloween without treats? We created some interesting delicacies: "bony fingers" and "terrifying teeth" were among the favorites. Thanks to the Employee Appreciation Committee for arranging this fun event!



MSS I.T. Launches New Vehicles for Clients & Technicians (Continued from Page 1)

Network Resource Center

MSS continues to expand our I.T. Systems to our Subcontractor Network through our NRC Web Portal. Operations Systems, Service Bulletins, Resources, Forms, Training and News all together on a quick access panel.

