

Sent: Thursday, February 06, 2003 7:34 AM

Dear Shyam Kumar,

I would like to thank you for the safe delivery of my goods from Sunnyvale to Bangalore without any damages. Though my goods got delayed, I am quite happy and satisfied at the professional approach about your team at each point of time.

Special thanks to Mr. Kingson who kept me informed about the shipment status every now & then. I am particularly impressed with his professional approach and his support to the customer. I am also pleased with the efforts of Ramesh, who had toiled all day to get things cleared at customs and also the delivery boys Jagadish and Deepak.

I would certainly recommend Worldwide Ocean and Air Shipping Lines to my friends. In all, it was a great team effort to move goods across the globe.

Thanks

Govind