



## MEMORANDUM

TO: Carey Hamburg Independent Operators

FROM: Gary L. Kessler, President and CEO  
Joel Barch, Vice President – Customer Experience

DATE: February 4, 2015

RE: Quality Service Level in 2014

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Congratulations! Carey Hamburg earned a Quality Service Level of 100%, exceeding Carey's quality goal of 99.5% in 2014. Carey Hamburg did this by servicing 135 trips with only 0 of those trips encountering a service error or billing discrepancy.

This achievement demonstrates Carey Hamburg's on-going commitment to exceeding our customers' expectations and could not have been attained without the teamwork, dedication and determination displayed by every member of the Carey Hamburg team. We commend each of you for your perseverance and hard work in achieving this goal. The quality service level, which embodies Carey's brand value proposition: safe, secure, and reliable chauffeured services delivered in a timely and consistent manner, measures the number of service errors and billing discrepancies as a percent of the total number of trips performed in a year.

Carey has been providing its clients with the highest level of customer service in the chauffeured transportation industry since 1921, which is a principal reason why they have chosen to partner with Carey. The level of customer service Carey Hamburg displayed has strengthened our brand promise and partnership with accounts and customers alike as Carey solidified its leadership position within the chauffeured transportation industry.

Enclosed is a Certificate of Achievement to be displayed prominently in your office recognizing Carey Hamburg Quality Service Level of 100% in 2014. Also please accept our sincere THANK YOU for a job very well done.

We look forward to you achieving similar success in 2015.

# Certificate of Quality Achievement

*Awarded to*

Carey Hamburg

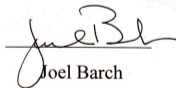
*For achieving a Quality Service Level of 100% in*

2014



Gary L. Kessler

President & Chief Executive Officer



Joel Barch

Vice President – Customer Experience

**CAREY®**