

news release

For further information:
Jennifer Bonham
(636) 349-2508
jennifer_bonham@unigroupinc.com

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UNITED VAN LINES WINS QUEST FOR QUALITY AWARD

ST. LOUIS -- United Van Lines, the nation's largest household goods transportation company, has been recognized as one of the "best of the best" in transportation and logistics in the 24th annual "Quest for Quality" readers' survey conducted by *Logistics Management*. The survey is the most comprehensive customer satisfaction survey across all major modes of transportation and allows customers to rate carriers on five quality criteria: on-time performance, value, customer service, information technology and equipment and operations.

This year, the survey combined high-value goods carrier and household-goods carriers into one category for van lines. Only three national van lines made it into the survey. United scored higher than the industry's average score and has been recognized every year since the inception of the award.

"Over the years, United has repeatedly earned "Quest for Quality" honors," said Casey Ellis, vice president of sales for United Van Lines. "We are pleased to be recognized again by our customers for our performance and service. Although we are proud of our past achievements, we will continue to look for ways to exceed our customers' expectations."

Logistics Management and Reed Research Group surveyed readers who are qualified buyers in their respective service modes. Surveys were sent to readers both by mail and e-mail; the results were based on more than 6,500 completed surveys.

United Van Lines transports electronic equipment, trade show exhibits and displays, works of art, and specialized freight, in addition to household goods. United, with headquarters located in suburban St. Louis, maintains a network of 1,000 affiliated agencies in 135 countries around the world. More information about United and its services can be obtained through the company's Web site at www.unitedvanlines.com.