

news release

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FRY-WAGNER MOVING & STORAGE RECEIVES UNITED VAN LINES TOP HONOR

ST. LOUIS – Fry-Wagner Moving & Storage, Lenexa, Kan., an agent of United Van Lines, has received the 2008 United “President’s Quality Award,” which recognizes the top service achievement in the carrier’s U.S. family of affiliated moving agencies. Nearly 500 United agents are eligible for the honor.

The selection of Fry-Wagner Moving & Storage was announced by Richard H. McClure, president of United and of UniGroup, Inc., United’s parent company. United is the nation’s largest mover of household goods.

Fry-Wagner Moving & Storage is the 14th recipient of the annual award, which was established in 1995. The firm earned the recognition on the basis of its quality service performance in accordance with United’s five-step quality service process, as measured by data generated through a comprehensive survey completed by customers after the move. The Fry-Wagner organization met all United standards of performance, with seven “best in class” and four “exceeds.” They earned 9.4 out of 10 in their customer performance average, an indication of their commitment to service quality as measured in the eyes of their most important critic – their customers.

During his recognition of Fry-Wagner, McClure said, “Fry is proudly celebrating its 100th year in business this year, and it’s easy to see why they have succeeded so long. Quality service starts from the top down and is ingrained in every employee. Fry has a belief of ‘getting and keeping customers’ and believes the only way to do so is to ensure all people on the team truly believe in customer service.”

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In addition to the President's Quality Award, Fry-Wagner's Lenexa location won a President's Club Award at \$4 million level, which honors agents who have generated at least \$1 million in sales for the United system during the past year; a Fleet Safety Award, recognizing the agency's safe vehicle operating practices in accordance with both federal and United Van Lines safety policies; and a Customer Choice Award, which is presented to United agents achieving exceptional service scores on the basis of post-move surveys completed by customers.

Fry-Wagner's St. Louis location won a President's Club Award at the \$13 million level and a Customer Choice Award.

In 1908, Robert and Harry Wagner founded the moving and storage company, Wagner Brothers Moving & Storage, to relocate customers by horse and wagon. This month, the company, now known as Fry-Wagner Moving & Storage, is celebrating its 100th anniversary and its many accomplishments over the past century.

Father and son team Mandel and Isadore Fry purchased Wagner Brothers Moving & Storage from Robert and Harry Wagner in 1916. The Fry family continued to operate the business as Wagner Brother's Moving & Storage and officially changed the name to Fry-Wagner Moving & Storage in 1970.

As business grew over the years, Fry-Wagner became one of the largest movers in St. Louis. The company expanded its business into Kansas City, Mo., in 1981; Columbia, Mo., in 1990; Springfield, Mo., in 1993; and Belleville, Ill., in 2007. Today, Fry-Wagner is one of the largest United Van Lines agents, dispatching more than 500 trucks and trailers across the country each day. The company, led by current president Larry Fry, specializes in household moves, international relocations, commercial moves, record storage and special product business lines.

Larry Fry is the fourth-generation Fry family member to operate the company. Mandel Fry was the first generation in the Fry family to operate the company, followed by his son, Isadore Fry. Isadore's son, Milton, current chairman of the board, was the third generation to operate the company, beginning in 1958.

United Van Lines, with headquarters in Fenton, Mo., maintains a network of 1,000 agencies in 135 nations around the world. More information about United and its services can be obtained through the company's Web site at www.unitedvanlines.com.