

EXHIBIT Z

(Email from S. Neal, July 27, 2012)

From: Stance Neal
To: Jeff Coleman
CC: Washburn Moving & Storage; James Coleman; Lacy Brakefield; Adam Hall; Neal Tamanaha; Steve Guethe; Jon Coon; Jimbo Loftin; gblbookings
Sent: 7/27/2012 4:44:56 PM
Subject: Service Member Feedback: TSP Comments Notification - Timothy Duffy
Attachments: image002.jpg; image004.jpg

International Household Goods (BGAC) (Virginia) to (MLNQ) (Hawaii)

OA services provided by **Coleman American Moving** – Woodbridge Virginia

DA services provided by **Coleman American Moving** – Kapolei HI

Shipper complains this is the worst move he's had in nearly 30 years of military service!

Mr. Duffy concedes the packing was great and states their only flaw was not organizing the inventory by room.

The remainder of the move experience was below par though. Every moving crate seal was broken by the time shippers HHG'S arrived at destination. He alleges pilferage and theft. Additionally, many items were damaged. He summarizes damages/missing items exceeds \$10,000!

Shipper also angry over the moving company reporting a net weight of nearly 3000 lbs greater than what he had when he arrived at his duty station. This, without any new acquisitions to explain the weight increase. Discussion with the moving company was unproductive and he describes the moving company as completely unreceptive to any discussion about an error in the shipment weight.

Destination services confirmed the error in weight via a re-weigh.

Shipper complains although his HHG's were neat and packed well at origin, they were in complete disarray by the time they arrived at destination. Further proof of the alleged theft he reasons.

Delivery crew is described as marginal. He explains, "they were in a great hurry to depart and made no secret of it!"

Lastly, shipper is angry over having provided refreshments for the delivery crew. He made bottled water, Gatorade and sodas available to them from cases of beverages he had purchased along with pizza. Instead of the move crew drinking enough beverages to quench their thirst, they apparently loaded every case of beverage the shipper made available to them and left!

TOTAL: 42

Q4: 6

Q5: 12

Q6: 9

Q7: 3

Q8: 12

Q9: 0

TOTAL: 42

| ORIGIN AGENT | | | | |
|-----------------------------------|---------------|--------------------|--------------|---------------------------------|
| Name: CAMS WOODBRIDGE | | Document Received: | | |
| Address 1: 15381 FARM CREEK DRIVE | | Address 2: | | |
| City: WOODBRIDGE | | State: VA | | Postal Code: 22191 |
| Primary Phone: [REDACTED] | EXT: | FAX: 703-490-4640 | | E-Mail: woodbridge.va@covan.com |
| Piece | SIT Control # | SIT IN Date | SIT OUT Date | |
| | ALL | ALL | ALL | |
| 1 | | | | |
| 2 | | | | |
| 3 | | | | |
| 4 | | | | |
| DESTINATION AGENT | | | | |
| Name: CAMS (HAWAII) | | Address 2: | | |
| Address 1: 1943 OPULE STREET | | State: HI | | |
| City: KAPOLEI | | Postal Code: 96707 | | E-Mail: hawaii@covan.com |
| Primary Phone: [REDACTED] | EXT: | FAX: 808-682-5499 | | |
| Piece | Offered Date | SIT Control # | SIT Date | |
| | ALL | ALL | ALL | |
| 1 | 2012-06-19 | 121720009 | 2012-06-19 | |
| 2 | 2012-06-19 | 121720009 | 2012-06-19 | |
| 3 | 2012-06-19 | 121720009 | 2012-06-19 | |
| 4 | 2012-06-19 | 121720009 | 2012-06-19 | |

The following comment was reported by the service member, regarding the delivery of a recent shipment:

The worst move I've had in nearly 30 years of military service and numerous transfers/moves. a) The packing crew was great. Their only flaw was not organizing the inventory by room. b) The crates were sealed with numeric seals. I have heard it is common for warehouse personnel to enter sealed crates for pilferage/theft, and I should expect the sealed to be broken already upon delivery. They were - EVERY seal was broken and numerous items were damaged or missing. c) The company reported a net weight nearly 3,000 lbs greater than what I had moved on my previous move, without any acquisitions to explain added weight. Discussion with the company office was totally unproductive, as they were completely unreceptive to any discussion, insisting their reported weight was correct.; A reweigh at destination confirmed the company's "error", confirming the incorrect, excess weight report made to the Government by the company office. d) When packed at origin, the crates were neatly organized and packed with care and precision. However, at the destination, the contents of the crates were in complete disorder, indicating they had been opened and carelessly repacked or perhaps dropped and rolled mixing the contents. The seals were ALL broken already, and there were numerous items missing or damaged (exceeding \$10,000 in estimated value), and even a few miscellaneous items added that were not part of my shipment, indicating to my satisfaction that the crates had been opened, their contents tampered with and pilfered, and reclosed. e) The delivery crew was marginal. They were in a great hurry to depart and made no secret of it; They did only what I specifically ordered them to do regarding placement of items. I had pizza delivered for them at my expense, and purchased cases of water, gatorade and soda in advance. Although I offered to them to help themselves, I did not intend or expect for them to merely carry the cases out with them when they left, which is what they did. Very disappointing.

I authorize the recipient to contact me.

GBL: BGAC0037635

Service Member:

Email Address: [REDACTED]