Steve Bookman

35 Grant Street

Flushing, NY 11358

November 4, 2012

Mark Wilson, President of U-Haul

23 President Street, Suite 401

Irvine, CA 23456

Dear Mark Wilson:

The purpose of this letter is to complain about your policies and procedures about picking up and dropping off your trucks, and to work out a solution to rent a truck at a convenient location for me to pick up and drop off.

For the last two weeks, every time that I have tried to rent a 20’ U-Haul truck with a driver and mover, the times and locations for pick up and drop off were inconvenient. Furthermore, I got a confirmation via email the day before I am supposed to pick up the truck. The problem is that my very tight, unforgiving schedule does not allow me to take off a day from work to accommodate your policies and procedures. This has caused me to postpone my move three times and pay rent for two places rather than one, which is costing me a lot of additional money.

I am asking for a quick solution, which works for both of us.

Please contact me at 646-643-7733 or email at steven.bookman@yahoo.com at your earliest convenient time to rectify this situation. I look forward to speaking to you.

Sincerely,

Steven Bookman