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FHWA-97-2979-31

Michael J. Delaney/Lorena Merklin von Maen

DEPT. OF TRANSPORTATION
DOCKET SECTION

98 JUL 28 AM 10: 15

In answer to your letter of June [illegible] concerning the moving of household goods. Here is some information on the two moving companies that our son Mark used when he moved to Columbus, Ohio and back.

Fry-Wagner was the company that moved him to Columbus, Ohio. They damaged almost every piece of furniture. They almost destroyed the [illegible] set. (an expensive Awai component set). Of course it was guaranteed. Money replaced the Hi-Fi set but not the furniture.

Mark did not move his furniture just to use some moving companies guarantee. He moved and hoped that his furniture would arive safe and sound. But this was not so with Fry-Wagner.

When Mark moved back to Blue Springs from Columbus the mover he used discovered more damaged furniture caused by Fry-Wagner.

The thing that took the cake: when everything was unpacked in Blue Springs it was discovered that an expensive brass lamp was missing. Just this - they delivered the shade but not the lamp. When we wrote the moving company - (that was a joke) they said the lamp had been delivered. I almost sent them the shade so that whosoever had the lamp might enjoy it.

It was about this time the Attorney Generals office was contacted. There was nothing Mark could do in either case. Both companies are in busines doing their business as usual. If Mark did work like this he would have been fired a long time ago. These companies can damage, lie, cheat and there is nothing the average person can do.

Docket No. FHWA-97-2979.

Thank You.

Sincerely, Jack Neace

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