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**Press Contact:** Media@arpin.com  
**Internal Contact:** David Henderson

## **Paul Arpin Van Lines Announces First Quarter Winners Agents of the Month for 2005**

**East Greenwich, RI** Paul Arpin Van Lines announced today the following three Agencies who have earned the title "Agent of Month" for the first quarter, 2005. The January Agent of the Month award was presented to **Hampton Roads Moving and Storage, Inc., Chesapeake, Virginia**. During the month of February, **Greater Dayton Moving and Storage, Dayton, Ohio** was recognized, and for the month of March, the Agent of the Month title went to **Able Moving and Storage, Amherst, NH**.

"The Agent of the Month Award is truly an honor," said David Arpin, President, Paul Arpin Van Lines, "because the award which is given out monthly, is a precursor, or an entrée into the competition for the Arpin Agent of the Year award. Only the Agents with over all best-practices make it into this elite category," added Arpin.

Criteria for determining the recipient of the Agent of the Month Award is based on measurement in several areas. All potential recipients in the Paul Arpin Agency family must have increased business with the van lines over the previous 12 months. In addition, all recipients and potential recipients are measured in the following stringent quality metrics according to Paul Arpin Van Lines Quality standards, which include but are not limited to:

- Low customer damage claims
- Maintaining outstanding customer service scores
- Maintaining a strong financial position with Paul Arpin Van Lines
- Maintaining a strong safety record

Each month, the top candidate is presented with the Agent of the Month award. At the end of the twelve month period, the winners from the previous 12 months are reviewed and one is selected as the Paul Arpin Van Lines' Agent of the Year.

"Deciding the Paul Arpin Van Lines Agent of the Month is becoming a decidedly more difficult job as our agents as a whole have seen tremendous increases in the amount of business they are doing with the Van Line," said David Henderson, Vice President Agency Development, Paul Arpin Van Lines. "In addition, their quality scores have continued to increase. Those who have been selected agent of the month truly are the epitome of proving top services in their community."

### **About Paul Arpin Van Lines:**

Paul Arpin Van Lines, headquartered in East Greenwich, Rhode Island, is an industry leader in household goods moving, corporate, government and military relocation, and specialized transportation services. With over 100 years of experience and a reputation of excellent service, Paul Arpin Van Lines is the only family-owned and operated company that has remained dominant and successful for more than a century. Quality driven and privately owned, Paul Arpin Van Lines' core philosophy has always focused on "Creating Customers for Life." The Official mover of the LPGA, Paul Arpin Van Lines has over 330 agency locations throughout North America. Paul Arpin Van Lines is a division of the Arpin Group, Inc., which also includes Arpin International Group, Arpin Moving Systems (Canada) and Arpin Logistics, Inc. For more information on creating an Agency relationship with Paul Arpin Van Lines, please call 1.800.343.3500, ext. 413, or visit [www.arpin.com](http://www.arpin.com)