ATTACHMENT B

ROOT-CAUSE ANALYSIS AND INTERNAL INVESTIGATION

The combination of several factors including the complaint filed by the Attorney General in the State of Washington led to the Company making a determination of the need to perform a root cause analysis and internal investigation to determine the extent of the violations and causes for the lack of compliance in Washington.

In furtherance of conducting the forgoing analysis, the Company and outside consultants contacted customers in Washington who had been moved by the Company and informally asked such individuals about their customer experience. The substantial majority were either satisfied or extremely satisfied with their service. In the case of customers who experienced a problem, in most cases there was minor damage, which the Company compensated according to its legal liability or the truck arrived late.

Additionally, in-depth but conversational interviews were conducted with key employees accountable for the Company's operations and compliance in Washington. In particular, there was an examination of the extent of their knowledge of rules, and a somewhat subjective look into the culture including the dedication to performing within the bounds of Washington statutes, and regulatory rules, safety, and customer-oriented operations.

In addition, in determining the frequency and severity of violations, the Company reviewed a sample of shipping documents provided to moving customers and other records that would demonstrate compliance or the lack thereof.

By speaking with customers, interviewing employees and auditing documentation, the Company concluded that that the violations are indeed serious and must be addressed immediately and aggressively. This conclusion led to the development of a Remedial Action Plan.

REMEDIAL ACTION PLAN

Based on the forgoing internal investigation, root-cause analysis and the conclusions thereof, the following action plan was designed.

1. CHANGE OF PERSONNEL

The CEO and key management were replaced. In particular, the key officer accountable for . operations in the State of Washington is no longer withthe Company; and a new Branch Mgr. has been hired to run the branch office in Tacoma. Sara Wicks, the V.P. of Operations, has been with the Company for over 10 years. Ms. Wicks formerly was responsible and successful as Regional Director over the State of Washington and is very familiar with WUTC requirements.

1. OUTSIDE OVERSIGHT

The Company has retained Mr. William A. Schulte, former key executive of the California Public Utilities Commission, to provide outside oversight to the Company's Washington operations. He will be working closely with persons accountable for Washington operations to

ensure that compliance violations are identified and corrected. He will be asked to submit a report to the Investigator after 6 months and after 1 year, both from the date of the Settlement Agreement. In the unlikely event Mr. Schulte is not able to perform his duties pursuant to this provision, a mutually satisfactory individual will be jointly chosen by the Parties to assume and complete the duties stated herein.

1. SELF-CORRECTING INTERNAL AUDIT PROCEDURE

The Company has re-implemented a periodic report that measures paperwork errors. The report is distributed to management so that corrective action can be taken. In the past this audit procedure was found to cause recognition of defects and promote self-correction.

1. TRAINING BY WUTC

Company representatives will attend the November compliance training meeting put on by the WUTC. The Company well appreciates that the WUTC makes such services available.

1. PARTIAL CLOSURE OF OPERATION

The Company formerly operated its business from two locations in the state of Washington, one in Seattle and one in Tacoma. The Company took the very aggressive step of closing the Seattle location. The Company shall focus compliance and corrected action in one location before reopening the other.