



MEMORANDUM

TO: Carey Munich Independent Operators

FROM: Gary L. Kessler, President and CEO
Joel Barch, Vice President – Customer Experience

DATE: February 10, 2014

RE: Quality Service Level in 2013

Congratulations! In 2013, Carey Munich serviced 773 trips with only 4 of those trips encountering a service error or billing discrepancy. As a result, Carey Munich earned a Quality Service Level of 99.5%, meeting Carey's goal of 99.5%.

This milestone demonstrates your on-going commitment to exceeding our customers' expectations and could not have been achieved without the teamwork, dedication and determination displayed by every member of the Carey Munich team. The quality service level, which embodies Carey's brand value proposition: safe, secure, and reliable chauffeured services delivered in a timely and consistent manner wherever our clients travel, measures the number of service errors and billing discrepancies as a percent of the total number of trips performed in a year.

Since 1921, Carey has been providing its clients with the highest level of customer service in the chauffeured transportation industry, which is a principal reason why they have chosen to partner with Carey. The level of customer service Carey Munich displayed in 2013 strengthened our partnership with accounts and customers alike as Carey fortified its leadership position within the chauffeured transportation industry.

Enclosed is a Certificate of Achievement to be displayed prominently in your office recognizing Carey Munich's Quality Service Level of 99.5% in 2013. Also please accept our sincere THANK YOU for a job very well done.

We look forward to you achieving similar success in 2013.

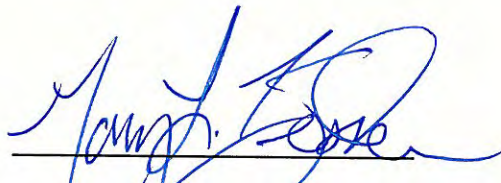
Certificate of Quality Achievement

Awarded to

Carey Munich

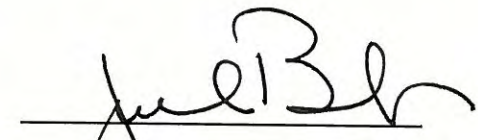
For achieving a Quality Service Level of 99.5% in

2013



Gary L. Kessler

President & Chief Executive Officer



Joel Barch

Vice President – Customer Experience

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