

December 11, 2023

To Our Customers:

It has grown increasingly difficult to predict what will happen with the economy, import volumes, and supply chain challenges. We have learned to take things a month at a time and remain flexible.

Carmichael experienced another year of growth and success. We have added new customers while developing more robust solutions for many existing clients. We are proud of the long relationship we have had with so many of you.

We are fortunate to have a great team at Carmichael. It is fun to celebrate so many long-term team member anniversaries. We have made investments in the training of our people. I am excited that in addition to our licensed brokers, twenty percent of our people are now CCS (Certified Customs Specialist).

We have seen growth and development across our office network. In 2023 it was nice to add a new branch office in Dallas.

Again, this holiday season, we are donating to local food banks – where we have branch offices. Where possible, our employees also donate their time toward local causes. It is always nice to help others who are less fortunate.

We can't thank you enough for your loyalty and partnership. I'm sure 2024 will bring new challenges. You always have our full support and commitment as we tackle these together.

We wish you and your families a very happy holiday season and a great New Year.



By **Todd Boice**, President